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DEPARTMENT OF INTELLIGENCE AND SECURITY STUDIES

DISSERTATION

**AN INVESTIGATION INTO THE IMPACT OF HUMAN RIGHTS POLICIES ON THE
MANAGEMENT OF PUBLIC DISORDER INCIDENCES BY MEMBERS OF THE
ZIMBABWE REPUBLIC POLICE SUPPORT UNIT. [A CASE STUDY OF ZRP
SUPPORT UNIT CHANGADZI DISTRICT, MANICALAND PROVINCE] PERIOD 2024-
2025**

BY

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APPROVAL FORM

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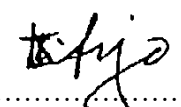
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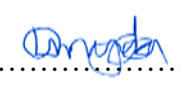
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DECLARATION FORM

I hereby declare that this dissertation titled " An Investigation into the Impact of Human Rights Policies on the Management of Public Disorder incidences by members of the Zimbabwe Republic Police Support Unit. [A Case Study of ZRP Support Unit Changadzi District, Manicaland Province] Period 2024-2025 for the Period September 2024 to March 2025]" is my own work, and has been prepared in accordance with the regulations governing the submission of dissertations at BUSE. All sources used in the research, including books, articles, and online materials, have been properly cited and referenced in the bibliography. No part of this dissertation has been submitted in any previous application for a degree or qualification.

I confirm that the research presented here is original, and the views and opinions expressed are solely those of the author. Any assistance received from individuals or organizations has been duly acknowledged in the appropriate sections of the dissertation.

Signed:.....

GASVA ISAAC

March 2025

DEDICATION

This dissertation is dedicated to the Gasva family, friends in the public and private security and mentors, whose unwavering support and encouragement have been the driving force behind this research. Your love, guidance and belief in me have inspired me to push beyond my limits.

I also dedicate this dissertation to the participants and contributors, thank you for sharing your time, expertise and insight during the research processes.

This dissertation is a culmination of hard work, dedication and passion. I hope it contributes meaningfully to the field of Security Management and inspires future researches.

ABSTRACT

This study investigates the impact of human rights policies on the management of public disorder incidences by the Zimbabwe Republic Police (ZRP) Support Unit in Changadzi District, Manicaland Province. Employing a mixed-methods research design, the research integrates both quantitative and qualitative methodologies to provide a comprehensive understanding of the challenges and experiences faced by ZRP officers in the context of human rights. Key findings reveal a significant gap in the comprehension of human rights principles among police officers, leading to a selective application and misinterpretation during public disorder incidents. This inadequacy indicates the need for enhanced training programs that effectively translate human rights frameworks into actionable guidelines. Additionally, systemic challenges such as insufficient training, pressure to use force, unclear policies, and inadequate resources hinder the adherence to human rights policies. The study presents a dual perspective on the impact of these policies, highlighting that while some officers view them as impediments to operational effectiveness, others recognize their potential for improving community relations and public compliance. Recommendations for improvement emphasize the necessity of augmented training, clearer operational guidelines, strengthened accountability, and better resource allocation to cultivate a policing culture that respects human rights. By addressing these interconnected issues, the ZRP can enhance its operational efficiency and uphold human rights standards, thereby restoring public trust and accountability in its policing practices.

Keywords

Human rights policy, public disorder management, Zimbabwe Republic Police Support Unit.

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CHAPTER ONE

INTRODUCTION

1.1 Introduction

This chapter introduces the research study, providing an overview of the background, problem statement, research questions, objectives, significance, scope, and limitations study organisation. The primary function of this chapter is to establish the context and foundation for the research investigation.

1.2 Background of the study

The relationship between law enforcement and human rights during public disorder incidences has been a subject of ongoing debate and scrutiny globally. While the use of force may be necessary to maintain public order, it must be exercised in accordance with international human rights standards (United Nations, 2021). The interplay between human rights and public order policing has been a subject of debate and scrutiny worldwide. In recent decades, there has been a growing recognition of the importance of upholding human rights standards even during times of public disorder. International human rights law, such as the International Covenant on Civil and Political Rights (ICCPR) and the African Charter on Human and Peoples' Rights, provides a framework for guiding law enforcement agencies in their interactions with the public (United Nations, 1966; African Commission on Human and Peoples' Rights, 1981).

In the African region, the management of public disorder incidences has been a significant challenge for many countries. Political instability, economic hardship, and social inequality have often led to protests and demonstrations that can escalate into violence. Public disorder incidences, such as protests, riots, and demonstrations, pose significant challenges to African countries. Effective management of these events is crucial to maintaining public safety, preventing violence, and protecting human rights.

One major challenge is the lack of adequate training and equipment for law enforcement agencies (Aruoture et al., 2020). In many African countries, police forces lack the necessary skills and resources to manage public disorder incidences effectively, leading to excessive use of force and human rights abuses (Human Rights Watch, 2020). Another challenge is the politicization of public disorder incidences (Olojo, 2019). In some African countries, governments have been accused of using public disorder incidences as a pretext to suppress opposition and silence dissenting voices (Amnesty International, 2020). Poor communication and coordination between law enforcement agencies and other stakeholders also hinder effective management of public disorder incidences (Mwanga, 2018). The lack of clear communication channels and coordination mechanisms can lead to confusion, delays, and ineffective responses. Furthermore, the role of social media in fueling public disorder incidences cannot be overstated (Kalu, 2019). Social media platforms can spread misinformation, incite violence, and mobilize large crowds, making it challenging for law enforcement agencies to manage the situation. Additionally, economic and social factors contribute to public disorder incidences in African countries (AfDB, 2020). Poverty, inequality, and unemployment can create an environment conducive to social unrest.

Protests and demonstrations are increasingly becoming common in African countries, reflecting growing discontent among citizens. Economic factors, particularly poverty, inequality, and unemployment, are significant drivers of protests (AfDB, 2020). Many African countries struggle with high levels of poverty, with 413 million people living on less than \$1.90 a day (World Bank, 2020). The #EndSARS protests in Nigeria (2020) and the protests in Sudan (2019-2020) were sparked by economic grievances, including fuel subsidies and rising food prices (Adegoke, 2020; BBC News, 2020). Political factors, such as authoritarianism, corruption, and electoral disputes, also fuel protests (Olojo, 2019). The 2018 protests in Ethiopia, which led to the resignation of Prime Minister Hailemariam Desalegn, were driven by demands for political reform and an end to human rights abuses (Al Jazeera, 2018). Similarly, the 2020 protests in Uganda were sparked by opposition to President Yoweri Museveni's bid for re-election (Human Rights Watch, 2020). Social factors, including human rights abuses, ethnic tensions, and access to basic services, also contribute to protests (Amnesty International, 2020). The 2019 protests in South Africa, which targeted foreign-owned businesses, were fueled by xenophobia and economic competition

(Mwanga, 2019). Foreign influence and intervention can also spark protests (Kalu, 2019). The 2011 Arab Spring protests in North Africa were influenced by international factors, including social media and foreign funding (Gladwell, 2010). Public disorder incidences, such as riots, protests, and civil unrest, pose significant challenges to law enforcement agencies worldwide. The world has witnessed a surge in disorder events, including protests, riots, and civil unrest, in recent years. These events have been driven by various factors, including economic inequality, social injustice, and political instability.

The Arab Spring, which began in 2010, marked a significant turning point in global disorder events (Gladwell, 2010). The wave of protests and uprisings across the Middle East and North Africa led to significant changes in several countries, including Tunisia, Egypt, and Libya. More recently, the Black Lives Matter movement has sparked protests and demonstrations worldwide, highlighting systemic racism and police brutality (Taylor, 2016).

In Europe, the Gilets Jaunes protests in France, which began in 2018, have focused on economic inequality, climate change, and government reform (Chrisafis, 2018). The murder of George Floyd in 2020 sparked widespread civil unrest in the United States and globally, with protests demanding racial justice and police accountability (Baker, 2020).

The manner in which these events are managed can have far-reaching consequences for both the community and the police service. Human rights policies plays a crucial role in guiding the actions of law enforcement during such events, ensuring that the use of force is proportionate and lawful, United Nations (2021). Africa has experienced a surge in social unrest in recent years, with protests, riots, and civil unrest reported in various countries. Zimbabwe, in particular, has faced significant challenges, including economic instability, political tensions, and human rights concerns.

Africa's social unrest can be attributed to various factors, including economic inequality, poor governance, and human rights abuses (Branch & Mampilly, 2015). The continent's economic growth has not translated into improved living standards for many citizens, leading to widespread discontent (AfDB, 2020). Additionally, the proliferation of social media has facilitated mobilization and organization of protests (Gladwell, 2010).

In Zimbabwe, the economic crisis, characterized by hyperinflation, food shortages, and power outages, has fueled social unrest (Moyo, 2019). The country's political landscape, marked by disputed elections and human rights abuses, has further exacerbated tensions (HRW, 2020).

Social unrest has significant consequences for Africa and Zimbabwe. Economic instability, infrastructure damage, and productivity loss are some direct costs (Hadzi-Vaskov et al., 2021). Moreover, social unrest can undermine regional stability and cooperation (IGAD, 2020). In Zimbabwe, social unrest has led to increased poverty, migration, and human rights abuses (IOM, 2020). The country's healthcare system has also been severely impacted, with hospitals and clinics struggling to cope with the influx of injured protesters (WHO, 2020).

The implications of social unrest in Africa including Zimbabwe are far-reaching. Addressing economic inequality, improving governance, and respecting human rights are critical to mitigating social unrest (AU, 2019). Regional organizations, such as the African Union and the Southern African Development Community, must play a more proactive role in promoting stability and cooperation.

In Zimbabwe, the government must prioritize economic reform, political dialogue, and human rights protection (EU, 2020). The international community should support Zimbabwe's development efforts while promoting accountability and transparency.

In conclusion, social unrest in Africa and Zimbabwe poses significant challenges to regional stability and development. Addressing the root causes and promoting inclusive governance, economic growth, and human rights protection are essential for mitigating these challenges. According to a study by the International Monetary Fund (IMF), social unrest has increased over the past decade, with a surge in events since 2019 (Barrett et al., 2020). The COVID-19 pandemic initially led to a decrease in unrest, but analysts predict potential future instability as economic and social pressures mount.

In Zimbabwe, the Zimbabwe Republic Police Support Unit (ZRP SU) is tasked with maintaining public order and responding to public disorder incidences. The Zimbabwe Republic Police Support Unit, established in 1898, plays a vital role in maintaining law and order in Zimbabwe (Ranger,

1967). According to the Constitution of Zimbabwe (2013), the Police Support Unit's primary function is to maintain law and order and enforce the law without fear or favor. This is reinforced by the Police Act (2007), which outlines the unit's responsibilities in detecting, investigating, and preventing crime.

Preserving internal security is another critical role of the Police Support Unit, as mandated by the Maintenance of Peace and Order Act (2019). This involves combating terrorism and ensuring national stability. Upholding the Constitution is a fundamental responsibility of the Police Support Unit, as outlined in the Constitution's Preamble (Constitution of Zimbabwe, 2013). This includes ensuring that the rights of citizens are protected and that the rule of law is maintained. Historically, the Police Support Unit has been involved in counter-insurgency operations, particularly during the Rhodesian Bush War (Kruger, 2010). The unit also conducts border patrols to prevent smuggling and maintain national security (Mhlanga, 2018). Crowd control is another critical function of the Police Support Unit, particularly during public gatherings and protests (Ncube, 2015).

The effectiveness of the ZRP SU's operations during these events is critical to ensuring the safety and security of the public. However, the interplay between human rights policy and the ZRP SU's actions during public disorder incidences has not been extensively studied.

This research seeks to investigate the impact of human rights policies on the management of public disorder incidences by members of the ZRP Support Unit in Zimbabwe. By examining the key provisions of human rights policies, the perceptions of ZRP Support Unit members, the challenges they face, and the impact of human rights policies on ZRP SU operations, this research aims to contribute to a better understanding of the relationship between law enforcement and human rights during public disorder incidences.

The African Union and regional human rights bodies have emphasized the importance of respecting human rights in the context of public order policing (African Union, 2009). Public order policing has become increasingly contentious, with concerns surrounding human rights violations and excessive use of force (Greene, 2020). The United Nations Human Rights Council emphasizes the importance of protecting human rights during peaceful protests (UNHRC, 2020). The

European Court of Human Rights has also ruled that police must balance public order concerns with individual rights to peaceful assembly and association (ECHR, *Kavala v. Turkey*, 2019). Recent studies have shown that human rights training for police officers is crucial in reducing excessive use of force and promoting respectful policing (Stott & West, 2019). The International Committee of the Red Cross stresses the need for police to adhere to international human rights standards, including proportionate use of force and non-discrimination (ICRC, 2019).

However, human rights abuses persist. Amnesty International reports widespread police brutality during protests in various countries, including the United States, Brazil, and Kenya (Amnesty International, 2020). The African Commission on Human and Peoples' Rights has condemned police violence in Kenya, highlighting the need for accountability and oversight (ACHPR, 2018).

National reports also underscore the importance of human rights in public order policing. The US Department of Justice emphasizes the need for police reform, including improved training and community engagement (USDOJ, 2020). The UK Home Office stresses the importance of balancing public order concerns with individual rights and freedoms (UKHO, 2020).

Zimbabwe has a history of political unrest and public disorder incidences. The country has faced numerous protests and demonstrations, often related to economic hardship, political grievances, or social issues (Article 19, 2021). Zimbabwe's history since gaining independence in 1980 has been marred by political instability, public disorder, and human rights violations (Kruger, 2010). The early years of independence were marked by relative stability, but tensions arose between the ruling ZANU-PF party and opposition groups (Scully, 2017). The Gukurahundi massacres (1982-1987) saw the government's Fifth Brigade crack down on perceived dissent in Matabeleland, resulting in an estimated 20,000 deaths (CCJP, 2007). This dark period set the tone for future human rights abuses. In 2000, the government's Fast Track Land Reform program led to widespread violence and displacement of white farmers, sparking international condemnation (Human Rights Watch, 2002). The program exacerbated economic decline and food shortages, further entrenching poverty (Moyo, 2011). In addition to that, the 2008 presidential election was marred by violence, intimidation, and allegations of vote-rigging (EUEOM, 2008). The opposition Movement for Democratic Change (MDC) claimed victory, but Robert Mugabe's ZANU-PF

refused to concede (Raftopoulos, 2010). Inspired by the Arab Spring, Zimbabweans took to the streets in 2011 to protest economic hardship and political repression (Mhlanga, 2012). The government responded with force, arresting and beating protesters (Amnesty International, 2011). In 2017, the military intervened, seizing power and forcing Mugabe's resignation (BBC News, 2017). Emmerson Mnangagwa took over as president, promising reforms (Mnangagwa, 2017). However, his tenure has been marked by continued human rights abuses and economic struggles. In 2019, protests erupted over fuel price hikes, leading to widespread violence and looting (Al Jazeera, 2019). The government responded with force, resulting in at least 17 deaths and hundreds of arrests (HRW, 2019). The COVID-19 pandemic has only exacerbated economic hardship, with protests breaking out in 2020 over alleged government corruption (NewsDay, 2020). Zimbabwe's history of political and public disorder incidences underscores the need for genuine reform and accountability. The international community must continue to pressure the government to respect human rights and promote democratic governance.

The ZRP Support Unit has been tasked with maintaining public order during these events. However, the relationship between the ZRP SU and the public has been characterized by tension and conflict, with allegations of human rights abuses including excessive use of force by security forces (Amnesty International, 2023). This raises concerns about the PSU's adherence to human rights standards during public disorder incidences.

Previous studies on policing and human rights in Zimbabwe have primarily focused on broader issues such as police brutality and the state's repression of dissent such as studies by Human Rights Watch, (2020); Makoni, (2018); Moyo (2022). Mhlanga (2019) analyzed police conduct during public gatherings, revealing widespread use of force and intimidation. These findings are consistent with Amnesty International's (2019) report on human rights in Zimbabwe. State repression has also been a significant concern, with studies examining the role of the Zimbabwean state in repressing civil society (Sachikonye, 2011; Raftopoulos, 2013). The state's response to opposition movements has been characterized by police brutality and human rights abuses (Raftopoulos, 2013). Amnesty International (2019) reported on state-sponsored violence, including police repression of protests and dissent. While these studies provide valuable insights,

they have not specifically examined the impact of human rights policies on the ZRP Support Unit Changadzi District's operations during public disorder incidences.

Therefore, this research aims to fill a gap in the existing literature by investigating the interplay between human rights policy and the ZRP Support Unit's actions during public disorder incidences in Zimbabwe. By examining the key provisions of human rights policy, the perceptions of ZRP SU members, the challenges they face, and the impact of human rights policies on ZRP SU Changadzi District operations, this research will contribute to a better understanding of the relationship between law enforcement and human rights in the country.

1.3 Problem statement

Zimbabwe has a long history of political unrest and public disorder incidences particularly in 2005, 2008 during operation *Murambatsvina*, hyperinflation and disputed elections results respectively, Chitapi (2019). The country has encountered various protests and demonstrations and Manicaland Province is no exception as it experienced post-election violence of 2018, fuel protests in Mutare and Chipinge and this increased public disorder incidences by 25% between 2018 and 2020 (Zimbabwe Peace Project 2020). These public disorder incidences were frequently linked to economic hardship, political grievances, or social issues. The ZRP SU Changadzi District in Manicaland has been tasked with maintaining public order during these incidences and the manner in which they managed these public disorder incidences has been subjected to allegations of excessive use of force.

1.4 Purpose of the Study

This research aims to investigate how human rights policies influence the ZRP Support Unit's ability to maintain public order while respecting citizens' rights during public disorder incidences. Zimbabwe has experienced a significant number of public order incidences in recent years, posing a threat to national security and human rights (Sachikonye, 2011). According to the Zimbabwe Human Rights NGO Forum (2020), there were 312 reported cases of public order incidences in

2020, resulting in 145 arrests and 27 injuries. The majority of these incidents were related to protests and demonstrations (ZHRNGOF, 2020). Whilst, Zimbabwe Republic Police (ZRP) reported a total of 1,456 public order incidents between 2018 and 2020, with 567 incidents occurring in Harare alone (ZRP, 2020). The Zimbabwe Electoral Commission (ZEC) reported 157 incidents of violence and intimidation during the 2018 harmonized elections, with 35 incidents occurring on Election Day (ZEC, 2018). In terms of regional distribution, the majority of public order incidences occurred in Harare (34%), followed by Bulawayo (21%), and Masvingo (15%) (ZHRNGOF, 2020). The most common causes of these incidents were political protests (34%), economic grievances (23%), and social unrest (20%) (ZRP, 2020). In addition to that, a study by the Research and Advocacy Unit (RAU) found that between 2013 and 2018, there were 245 reported cases of police brutality during public order incidences, resulting in 17 deaths and 543 injuries (RAU, 2019). The statistics highlight the need for improved policing and conflict resolution mechanisms to address public order incidences in Zimbabwe. This long history of public disorder incidences has been marked with a high number political unrest and public disorder incidences. There have been protests and demonstrations frequently arising due to economic hardship, political grievances, and social issues. The human rights situation in Zimbabwe has been deteriorating, leading to widespread protests and demonstrations by Zimbabweans (Human Rights Watch, 2023). The government's failure to investigate and prosecute abuses, particularly those committed by state security forces, has created a culture of impunity (Amnesty International, 2022). This has resulted in the repression of civil society organizations, activists, and opposition politicians, with many facing arbitrary arrests, harassment, and prosecution. Key human rights abuses include forced evictions, with the government designating land for mining and commercial projects without consulting affected communities (Zimbabwe Lawyers for Human Rights, 2020). The Criminal Law Act also makes acts of "sodomy" punishable with up to 10 years' imprisonment, and Zimbabwe's laws prohibit same-sex marriage (GALZ, 2019). Freedom of assembly and expression have been restricted, with authorities shutting down meetings and gatherings of opposition parties, artists, and human rights defenders (Article 19, 2021). Women's and girls' rights have also been compromised, with Zimbabwe having a high rate of child marriage, and 34% of girls married before age 18 (UNICEF, 2020). Violence against women voters and candidates has been reported, highlighting the need for electoral reforms (Southern Africa Litigation Centre,

2018). The Private Voluntary Organizations (PVO) Act has been used to restrict the operations of non-governmental organizations (NGOs), and the Cyber and Data Protection Act has undermined the rights of Zimbabweans, including civil society groups and human rights defenders (Media Institute of Southern Africa, 2022). The government's failure to investigate and prosecute abuses has led to a lack of accountability and perpetuated human rights violations.

The deployment of the Zimbabwe Republic Police Support Unit has been used to quell protests and demonstrations, often resulting in violence and human rights abuses (Human Rights Watch, 2023). The international community has expressed concern over Zimbabwe's human rights situation, with the European Union, United States, and United Nations calling for reforms and an end to human rights abuses (EU Council, 2022).

The ZRP Support Unit is tasked with maintaining public order during such events, yet they encounter significant challenges in balancing effective law enforcement with the protection of human rights. Operationally, public disorder incidences strain ZRP SU resources, requiring deployment of additional personnel and equipment (Hendrickson, 2013). The unit must balance maintaining order with respecting citizens' rights to assembly and expression (Rauch, 2018). Failure to manage these events effectively can lead to loss of public trust and credibility. For instance, the 2019 Zimbabwe fuel protests highlighted the need for improved public order policing strategies.

In terms of training and equipment, ZRP SU requires specialized training in crowd management, conflict resolution, and less-lethal force options (Bruce, 2013). Investment in equipment such as riot gear, water cannons, and surveillance technology is crucial (Krishnan, 2017). The unit's ability to respond effectively to public disorder incidences depends on adequate resources and training.

Public disorder incidences also have significant community relations implications. ZRP SU must prioritize community engagement, transparency, and accountability to rebuild trust (Baker, 2015). Community-oriented policing strategies can help mitigate tensions and prevent future disorder. For example, community outreach programs can foster dialogue between law enforcement and local communities.

Legislatively, public disorder incidences highlight the need for clear policies governing public assembly and policing. Zimbabwe's Public Order and Security Act (POSA) must be reviewed to ensure compliance with international human rights standards (Human Rights Watch, 2019). The Act's provisions on public assembly and policing require revision to balance security concerns with citizens' rights. Public disorder incidences significantly impact ZRP SU's operations, requiring specialized training, equipment, and community engagement strategies. Effective management of these events is crucial to maintaining public trust, preventing harm, and upholding human rights. Addressing operational challenges, training and equipment implications, community relations implications, and legislative and policy implications will enhance ZRP SU's ability to respond to public disorder incidences.

The Zimbabwe Republic Police Support Unit's involvement in human rights abuses during protests and demonstrations has raised pressing concerns. Despite widespread reports of excessive force, arbitrary arrests, and intimidation, there exists a significant research gap in understanding the extent and nature of these abuses. The lack of accountability mechanisms enables the Police Support Unit to operate with impunity, perpetuating human rights abuses (Human Rights Watch, 2023). Existing accountability structures, such as internal investigations and judicial oversight, have proven ineffective in addressing these abuses. Research is needed to identify effective accountability mechanisms and ensure those responsible are brought to justice. Furthermore, inadequate training on human rights and crowd management contributes to excessive force and abuses (Amnesty International, 2022). Training programs focus primarily on maintaining law and order, neglecting international human rights standards. Investigating the training provided to Police Support Unit members would inform the development of comprehensive training programs addressing human rights and de-escalation techniques.

The role of the Police Support Unit in maintaining law and order during protests is often unclear, leading to confusion and potential abuses (Zimbabwe Lawyers for Human Rights, 2020). Clarity on the unit's role and responsibilities would prevent unnecessary interventions and ensure proportionate responses to protests. Additionally, the relationship between the Police Support Unit and the community is strained, with widespread distrust and fear of the unit's actions (Zimbabwe

Lawyers for Human Rights, 2020). Researching community perceptions and experiences would inform strategies to rebuild trust and foster cooperation.

Lastly, the Police Support Unit's actions often fall short of international human rights standards (UN Human Rights Council, 2022). Aligning the unit's actions with global best practices requires a comprehensive understanding of existing shortcomings. Investigating the Zimbabwe Republic Police Support Unit's role in human rights abuses during protests and demonstrations is crucial. Addressing the lack of accountability, inadequate training, role clarity, community trust, and alignment with international standards would contribute to developing effective solutions to prevent human rights abuses in Zimbabwe. Therefore, study seeks to explore these dynamics and the implications for both the police force and the communities they serve by considering Changadzi District in Manicaland Province.

1.5 Research Objectives

1.5.1 To identify the key provisions of human rights policies relevant to the management of public disorder incidences in Zimbabwe.

1.5.2 To explore how ZRP Support Unit members perceive and understand human rights policies in the context of their duties during public disorder incidences.

1.5.3 To investigate the challenges faced by ZRP Support Unit members in adhering to human rights policies during public disorder incidences.

1.5.4 To assess the impact of human rights policies on the effectiveness of ZRP Support Unit operations during public disorder incidences.

1.5.5 To formulate actionable recommendations for improving the implementation of human rights policies within the ZRP Support Unit to enhance its ability to effectively manage public disorder incidences while upholding human rights.

1.6 Research Questions

1.6.1 What are the key provisions of human rights policies relevant to the management of public disorder incidences in Zimbabwe?

1.6.2 How do members of the ZRP Support Unit in Changadzi District interpret human rights policies in their operational duties when public disorder incidences occur?

1.6.3 What are the challenges faced by members of the ZRP Support Unit Changadzi District in adhering to human rights policies during public disorder incidences?

1.6.4 What are the impacts of human rights policies on the effectiveness of ZRP Support Unit Changadzi District operations during public disorder incidences?

1.6.5 Are there any specific strategies or training programs that can enhance the ZRP Support Unit's ability to effectively manage public disorder incidences while upholding human rights?

1.7 Significance of the Study

The research work has much significance to Bindura University, Zimbabwe Republic Police, community, the government of Zimbabwe, Regional and International bodies.

1.8.1 Bindura University of Science Education

Previous studies on policing and human rights in Zimbabwe have primarily focused on broader issues such as police brutality and the state's repression of dissent. This research will address a specific gap in the literature by examining the impact of human rights policies on ZRP Support Unit members' operations during public disorder incidences.

1.8.2 Zimbabwe Republic Police

The findings of this research can inform the development of more effective and rights-respecting policing practices in Zimbabwe. By identifying the challenges faced by ZRP SU members in implementing human rights policies and the strategies that can be used to address these challenges, this research can contribute to the improvement of the ZRP SU's performance during public disorder incidences.

1.8.3 Community

This research will contribute to the promotion of human rights in Zimbabwe by highlighting the importance of law enforcement agencies adhering to human rights standards. By understanding the impact of human rights policy on the ZRP SU's operations, this research can help to ensure that the rights of individuals are protected during public disorder incidences.

1.8.4 Researcher

The research will be of value to the researcher in understanding ZRP Support Unit conduct in applying human rights policies, identifying gaps

1.8.5 Government

The findings of this research can inform the development of public policies related to policing and human rights. By identifying the challenges faced by the ZRP SU and the strategies that can be used to address these challenges, this research can contribute to the development of more effective policies for ensuring public safety and security while respecting human rights.

1.8.6 Regional and International Bodies

This research will contribute to the international body of knowledge on policing and human rights. By examining the experience of the ZRP SU Changadzi in Zimbabwe, this research can provide valuable insights for other countries facing similar challenges.

1.9 Assumptions of the Study

1.9.1 The study assumes that participants in surveys and interviews will provide truthful and accurate information about their experiences with the impacts of human rights policies in the management of public disorder incidences by ZRP Support Unit Changadzi District, Manicaland Province. There's always a chance of social desirability bias, where participants might underreport human rights breaches or overstate their management of public disorder incidences measures.

1.9.2 The findings will depend on the representativeness of the sample population. The study assumes the chosen sample of officials accurately reflects the broader population of Changadzi District ZRP Support Unit. The study assumes access to relevant data through surveys, interviews, and potentially human rights reports or government publications. There might be limitations in data availability due to confidentiality concerns or a lack of centralized data collection.

1.9.3 The political landscape in Zimbabwe is constantly evolving, which can affect the research context. Changes in government policies, laws, or regulations can influence the behavior of the ZRP SU and the rights of citizens. The study assumes a relatively stable political landscape during the research period. New policies or vulnerabilities might emerge after the data collection is complete.

1.10 Limitations of the Study

This investigation into the impact of Human Rights Policies on the Management of Public disorder incidences by the ZRP Support Unit Changadzi District in Zimbabwe has certain limitations that need to be well-thought-out when interpreting the findings. One of the primary challenges in

conducting research on this topic will be the availability and accessibility of data. Government data on ZRP SU operations and human rights violations can be limited or restricted, making it difficult for researchers to obtain accurate and comprehensive information. Additionally, data on public disorder incidences and the responses of the PSU may not be systematically collected or documented, hindering the ability to analyze patterns and trends.

The findings of research on ZRP SU operations and human rights in Zimbabwe may not be generalizable to other contexts. The specific circumstances and cultural factors in Zimbabwe may influence the dynamics between the ZRP SU and the public, limiting the applicability of findings to other countries or regions.

The political landscape in Zimbabwe is constantly evolving, which can affect the research context. Changes in government policies, laws, or regulations can influence the behavior of the ZRP SU and the rights of citizens. Researchers must be aware of these changes and adjust their research accordingly. The study will likely rely on self-reported data from officials through surveys and interviews. New human rights policies and abuses hacking might not be captured in the investigation.

Qualitative research methods, such as interviews and observations, can provide valuable insights into the perspectives and experiences of PSU members and the public. However, qualitative research can also have limitations. Small sample sizes, subjectivity, and the potential for researcher bias can affect the generalizability and reliability of findings.

Addressing these limitations requires careful planning, methodological rigor, and a commitment to ethical research practices. By recognizing and addressing these challenges, researchers can contribute to a more comprehensive and nuanced understanding of the relationship between human rights policies and ZRP Support Unit Changadzi District operations in Zimbabwe.

The cybersecurity threat landscape is constantly evolving. The study captures a snapshot of the situation at a specific time. New vulnerabilities or hacking methods might emerge after the data collection is complete.

These limitations highlight the need for a cautious interpretation of the results. However, the study can still provide valuable insights into the current impact of Human Rights Policies on the management of public disorder incidences by the ZRP Support Unit in Zimbabwe. By recognizing these limitations, the researcher can propose recommendations for further research that address these gaps in knowledge and provide a more comprehensive picture of human rights in Zimbabwe.

1.11 Delimitations of the Study

While limitations refer to inevitable restrictions that can affect the conclusiveness or generalizability of a study, delimitations are the intentional choices made by the researcher to define the scope of the research. These delimitations aid in defining the limits of the research and safeguard a focused and manageable study. Therefore, it allows the researcher to explore deeply into the chosen aspects of human rights policies on the management of public disorder incidences by ZRP Support Unit Changadzi District members in Zimbabwe while acknowledging areas that might require further exploration in future studies. This research will be limited to the study of the ZRP Support Unit Changadzi District, in Zimbabwe, a Southern Africa Country. The District is situated in Manicaland Province and is responsible for policing areas like Mutare, Chipinge and Birchenough Bridge. It will not examine the operations of other law enforcement agencies or the broader context of human rights in Zimbabwe. Additionally, the research will focus on the impact of human rights policies on the management of public disorder incidences and will not delve into other aspects of human rights violations by the Zimbabwe Republic Police Support Unit. The research will target a sample of fifty members of the Zimbabwe Republic Police Support Unit Changadzi District who are frequently deployed to manage public disorder incidences and twenty for commanders who presides over deployed members. Sixty questionnaires will be distributed. Twenty members will be interviewed face to face.

1.12 Definitions of Key Terms

1.12.1 Public disorder incidences: Incidents involving large groups of people that disrupt public peace and order, such as riots, protests, and civil unrest.

1.12.2 Human rights policies: A set of principles and guidelines that govern the actions of governments and individuals to protect human rights.

1.12.3 ZRP Support Unit: A specialized unit within the Zimbabwe Republic Police Service tasked with maintaining public order and responding to public disorder incidences.

1.13 Chapter Summary

The researcher in this chapter has presented and discussed the following issues; an introduction, background of the study, problem statement, purpose of the study, research objectives, research questions, significance of the study, assumptions, limitations of the study, delimitation of the study, definition of key terms and a chapter summary. In the following chapter, the researcher will review literature that is related to the current area of study.

CHAPTER II

LITERATURE REVIEW

2.0 Introduction

This chapter provides an overview of existing literature on human rights policies and their impact on managing public disorder incidents by members Police Support Unit. The literature review aims to identify key concepts, variables, and relationships relevant to the proposed study.

The literature review provides a detailed overview of existing research on policing, human rights, and public disorder incidences. It should discuss previous studies' key findings, identify gaps in the literature, and highlight the relevance of this research to the field. Public disorder incidences pose significant challenges to governments worldwide. In Zimbabwe, the management of such incidences must be balanced with the protection of human rights. This literature review explores the key provisions of human rights policies relevant to the management of public disorder incidences in Zimbabwe.

2.1 Conceptual framework

The conceptual framework provides a structured approach to understanding the complex relationship between human rights policies and police conduct during public disorder incidents. It outlines the key variables and their interconnections, guiding the research process and ensuring a focused and systematic investigation.

At the core of this research lies the central phenomenon on the impact of human rights policies on management of public disorder incidents by ZRP Support Unit officers in Changadzi District. The independent variable in this study is human rights policies. These policies, when effectively implemented, can significantly influence the behavior of police officers during public disorder incidents.

The dependent variable is the police conduct during public disorder incidents. This includes factors such as the use of force, adherence to legal procedures, and respect for human rights.

Several mediating variables influence the relationship between human rights policies and police conduct includes police training and capacity building. Effective training can equip officers with the knowledge and skills to respond to public disorder incidents in a manner that respects human rights. In addition, organizational culture and leadership also mediate the relationship between human rights policies and police conduct. A strong organizational culture that prioritizes human rights and accountability can significantly impact officer behavior.

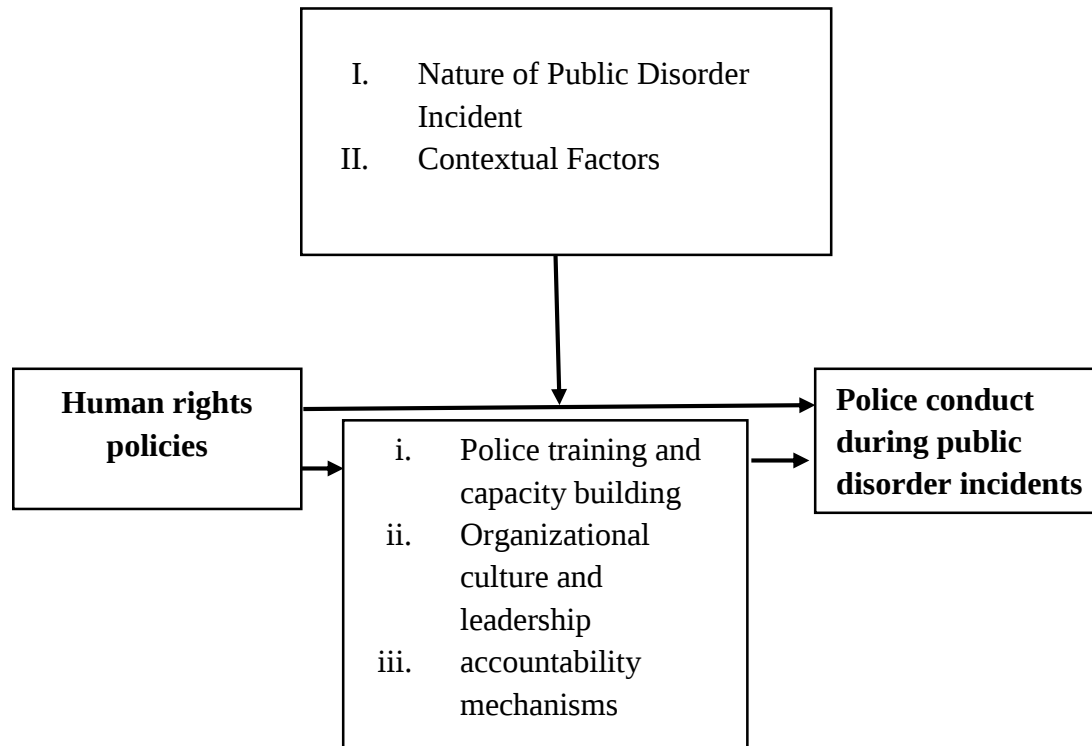
Another mediating variable is accountability mechanisms. Strong accountability mechanisms, such as internal investigations and external oversight, can deter misconduct and promote adherence to human rights principles.

Moderating variables can also influence the strength and direction of the relationship between the independent and dependent variables. These includes nature of public disorder incident. The type and severity of the incident can influence the level of force used by police officers.

In addition to that, contextual factors also moderate the relationship between the independent and dependent variables. Factors such as political climate, socio-economic conditions, and media scrutiny can shape the response of the police.

By examining these variables and their interrelationships, the study will contribute to a deeper understanding of the challenges and opportunities for promoting human rights-based policing in Zimbabwe.

Figure 2.1 CONCEPTUAL FRAMEWORK



Source (researcher, 2024)

2.2 Theoretical Literature Review

The pursuit of human rights and police reform in Zimbabwe is a complex issue that requires a multifaceted approach. This essay explores three key theories that underpin this pursuit: Social Movement Theory, Human Rights Framework, and Police Accountability Theory. These theories provide valuable insights into the dynamics of social change, human rights principles, and police accountability.

2.2.1 Social Movement Theory (SMT)

Social Movement Theory (SMT) is rooted in the works of Charles Tilly, Doug McAdam, John D. McCarthy, and Mayer N. Zald. Tilly emphasized the importance of collective action, resource mobilization, and political opportunities (Tilly, 1978). McAdam developed the Dynamic Model of Social Movement Emergence, highlighting the interplay between organizational, cognitive, and environmental factors (McAdam, 1982). McCarthy and Zald introduced the Resource Mobilization Theory, focusing on the role of resources, organization, and strategy in social movements (McCarthy & Zald, 1977). These theorists demonstrate that social movements emerge from collective action, resource mobilization, and political opportunities. Social movement theory has evolved significantly since the mid-20th century. Initially viewed negatively and explained through social psychology, the field shifted to perceiving movements as rational efforts for structural change in the 1960s (Garner & Tenuto, 1997). New Social Movement Theory emerged in the 1980s to analyze distinctive movements organized around issues like race, environmentalism, and human rights (Buechler, 2019). Recent approaches emphasize the importance of collective identities shaped by factors such as race, gender, and religion, as well as the role of social structure in determining grievances and resources (Staggenborg et al., 1992). A Durkheimian perspective suggests that a movement's success depends on promoting social consciousness, establishing multiplex links between leaders and followers, and ensuring ideological resonance with other movements and societal values (Segre, 2016). These developments reflect the field's progression from a focus on individual psychology to a more nuanced understanding of social and structural factors in movement dynamics.

Social Movement Theory (SMT) offers a framework for understanding how civil society organizations and human rights activists can mobilize resources and frame their demands for police accountability (McAdam et al., 2017). In Zimbabwe, SMT can help explain how collective action can influence policy changes and promote accountability. For instance, the #ThisFlag movement, led by Pastor Evan Mawarire, utilized social media to mobilize Zimbabweans against police brutality and government corruption (Mawarire, 2016). Similarly, Jenkins and Perrow (1977) applied SMT to study the civil rights movement in the United States, highlighting the importance of resource mobilization and strategic framing.

2.2.2 The Human Rights Framework

The Human Rights Framework is built upon the foundational work of Eleanor Roosevelt and Humphrey Waldock. Roosevelt, as chair of the UN Commission on Human Rights, played a pivotal role in drafting the Universal Declaration of Human Rights (United Nations, 1948). Waldock contributed significantly to the development of international human rights law (Waldock, 1981). Their work underscores the universality, indivisibility, and interdependence of human rights, emphasizing states' responsibility to protect and promote these rights. The human rights framework provides a comprehensive approach to addressing various social issues. It establishes principles and norms for understanding and contextualizing rights, making visible multiple forms of violence and abuse as human rights infractions (Greene, 2018). These frameworks can be applied to specific problems like human trafficking, imposing obligations on states to prohibit trafficking, punish traffickers, protect victims, and address root causes (Obokata, 2006). To assess the effectiveness of human rights implementation, measurement tools like the Human Rights Measurement Framework have been developed, providing indicators and evidence for analyzing human rights in specific contexts (Candler et al., 2011). Overall, the human rights framework offers a multifaceted approach to understanding and addressing complex social issues.

The Human Rights Framework provides a theoretical foundation for understanding human rights principles and standards (United Nations, 1948). In Zimbabwe, the Human Rights Framework can guide the development of policies and procedures for police conduct and inform training programs for police officers on human rights principles. Alston and Steiner (2014) applied the Human Rights Framework to analyze the protection of human rights in post-conflict societies, highlighting the importance of institutional mechanisms for promoting human rights.

2.2.3 Police Accountability Theory

Police Accountability Theory is informed by the research of David H. Bayley and Jerome Skolnick and James J. Fyfe. Bayley's work focuses on police reform, accountability, and community-based policing (Bayley, 2006). Skolnick and Fyfe examine police accountability mechanisms, emphasizing internal and external oversight (Skolnick & Fyfe, 1993). Their findings highlight the importance of internal and external oversight mechanisms, community-based policing, and

transparency in building trust. Police Accountability Theory highlights the importance of accountability mechanisms to prevent police abuses and ensure justice (Bayley, 2006). This theory emphasizes the role of internal and external oversight mechanisms. In Zimbabwe, Police Accountability Theory can inform the design of internal and external oversight mechanisms for police conduct and guide the development of policies and procedures for investigating police misconduct. Bayley (2006) applied Police Accountability Theory to study police reform in developing countries, emphasizing the need for community-based policing.

In conclusion, these three theories provide valuable insights into the pursuit of human rights and police reform in Zimbabwe. Social Movement Theory highlights the importance of collective action and strategic framing, while the Human Rights Framework emphasizes the universality and indivisibility of human rights. Police Accountability Theory underscores the need for accountability mechanisms to prevent police abuses.

2.2.4 Human Rights Policies and Police Reforms

The relationship between human rights policies and police reform has garnered significant attention in recent years. The United Nations (2020) published a report on police reform and human rights, emphasizing international cooperation and standards (United Nations, 2020). The International Committee of the Red Cross (2020) examined policing and human rights in conflict zones, highlighting the need for humanitarian law compliance (ICRC, 2020). In Africa, research has focused on community-based policing and its impact on human rights. Bruce (2017) conducted a study in South Africa, revealing that community-based policing initiatives led to improved human rights outcomes (Bruce, 2017). Similarly, Olaniyan (2020) investigated police brutality in Nigeria, emphasizing the need for accountability mechanisms (Olaniyan, 2020).

In Asia, studies have explored police reform initiatives and their effectiveness. Singh (2019) analyzed police reform in India, highlighting the importance of institutional accountability and community engagement (Singh, 2019). Asmara (2020) examined police accountability in Indonesia, stressing the need for independent oversight mechanisms (Asmara, 2020).

Latin American countries have also been the focus of research. Arias (2019) examined police militarization in Brazil, emphasizing the need for demilitarization and community-based policing

(Arias, 2019). Soprano (2020) investigated police reform in Argentina, highlighting the importance of civil society participation (Soprano, 2020). European studies have contributed to the understanding of policing and human rights. Loader (2018) explored the relationship between policing and human rights in the UK, emphasizing the need for proportionality and accountability (Loader, 2018). Den Heyer (2020) analyzed police reform initiatives in Germany, highlighting the importance of community engagement and diversity training (Den Heyer, 2020).

These studies demonstrate the complexity of the relationship between human rights policies and police reform. They underscore the importance of context-specific approaches, community engagement, accountability mechanisms, and international cooperation.

2.3 Human Rights Policies and Police Reform in Zimbabwe

Early studies by Rambanepasi (1989) and Green (1993) investigated human rights abuses by the Zimbabwe Republic Police (ZRP). These studies revealed widespread violations, including excessive force, arbitrary arrests, and detention. Mupfurutsa (1999) later explored the role of the ZRP in maintaining public order, highlighting the need for reform.

Subsequent research by Pandadyira and Hwinayi (2000) examined the impact of human rights training on police behavior. Their study showed significant improvements in police attitudes toward human rights. However, the study's limitations, including its small sample size and narrow focus, underscore the need for more comprehensive research.

More recent studies have investigated the effectiveness of police reform initiatives. For instance, Makumbe (2010) evaluated the Zimbabwean government's efforts to reform the ZRP, concluding that political will and community engagement are crucial for successful reform. Sachikonye (2011) explored the role of civil society organizations in promoting police accountability, highlighting their potential for driving change.

2.3.1 The Legal Framework Governing Public Disorder Management in Zimbabwe.

Zimbabwe's legal framework for managing public disorder has been a subject of contention, particularly with regards to the Public Order and Security Act (POSA) of 2002 a predecessor of Maintenance of Peace and Order Act (MOPA) [Chapter11:23] of 2019. This legislation has been

criticized for its restrictive nature and potential to infringe on human rights (Sachikonye, 2011). This essay examines the key provisions of POSA and MOPA, its implications for public disorder management in Zimbabwe, and its compatibility with the country's constitutional provisions.

The Public Order and Security Act (POSA) granted broad powers to law enforcement agencies to regulate public gatherings, demonstrations, and protests (Section 27, POSA, 2002). Organizers are required to notify the police at least 7 days prior to the event (Section 28, POSA, 2002), and failure to comply can result in criminal liability (Section 29, POSA, 2002). Critics argue that POSA's vagueness and overbreadth enable arbitrary arrests and detention (Chitiyo, 2015).

The Maintenance of Peace and Order Act replaced POSA and it explicitly mentioned how the Police manage public disorder incidences such as section 5,6,7,8 and ultimately in section 13 it gives police the powers to manage such incidences. Section 13 (1) (b) police may prevent people participating in gatherings from proceeding to different places or deviating from the route specified. Section 13 (2) (a) the police may disperse the crowd to prevent public disorder.

It put more emphasis on the control of public disorder incidences at the expense of human rights protection. Section 2 gives police the powers to disperse. Section 4 provides the proportionality of force that might be used to manage public disorder incidences. However MOPA is also regarded by citizens as Siamese twins with POSA in its inhuman nature (Chitiyo, 2015)

The transition from POSA signifies a legislative shift aimed at addressing concerns regarding human rights and management of public disorder incidences. MOPA enacted in 2019, provides a framework for regulating public gatherings and ensuring maintenance of peace and order. One of the notable sections of the MOPA is section 7, which mandates that any person intending to hold a public gathering must provide notice to authorities. This requirement seeks to facilitate dialogue between law enforcement agencies and citizens, potentially reducing conflict during public events.

In comparison, POSA often faced criticism for its vague definitions and broad provisions, which could lead to arbitrary enforcement by the police. MOPA appears to address some of these issues by introducing clearer guidelines and emphasizing the importance of human rights. Section 4 stipulates the degree of force that must be applied when managing public disorder incidences

where use of force must not be greater than is necessary for dispersing the crowd gathered. Section 5 of the MOPA explores the action that police must take to disorder incidences. Challenges remains regarding the practical implementations of these provisions, particularly by the ZRP SU in Changadzi District where public incidences have been reported. According to Dube (2020) posits that while MOPA aims to enhance transparency and accountability, there are instances where police actions may still infringe upon the rights of citizens. For an example, during protests or public gatherings, the ZRP Support Unit has been accused of using excessive force, raising questions about the commitment to uphold human rights as mandated by the MOPA.

The Zimbabwean Constitution (2013) guarantees freedom of assembly, association, and expression (Sections 58, 61, and 62). However, these rights are subject to limitations "necessary" for public order, security, and morality (Section 86, Zimbabwean Constitution, 2013). The tension between POSA and the Constitution raises concerns about the balance between maintaining public order and protecting human rights.

Case law has shed light on the implications of POSA. In *Ncube v. State* (2013), the Zimbabwean Supreme Court upheld POSA's restrictions on public gatherings, citing the need to maintain public order. Conversely, in *Zimbabwe Lawyers for Human Rights Vs. Minister of Home Affairs* (2015), the court ruled that POSA's provisions on arrest and detention were unconstitutional, violating the right to liberty.

The implications of POSA are far-reaching. By limiting freedom of assembly and expression, POSA undermines democratic participation and civic engagement (Chitiyo, 2015). The Act's provisions also enable arbitrary arrests and detention, fostering a culture of fear and intimidation (Makumbe, 2010).

In conclusion, the Public Order and Security Act (POSA) remains a contentious piece of legislation governing public disorder management in Zimbabwe. While intended to maintain public order, POSA's provisions have been criticized for infringing on human rights and freedoms. To strike a balance between public order and human rights, Zimbabwe must reconsider POSA's provisions and ensure their compatibility with the Constitution.

The Zimbabwean Constitution provides a robust framework for human rights protection Government of Zimbabwe (2013). Articles 21 and 22 guarantee the rights to peaceful assembly and demonstration, while Article 61 protects the right to life. These provisions are crucial in ensuring that the government respects the rights of citizens during public disorder incidences.

Zimbabwe is a signatory to several international human rights treaties, including the International Covenant on Civil and Political Rights (ICCPR) and the African Charter on Human and Peoples' Rights. These treaties outline fundamental rights, such as the right to life, freedom of expression, and peaceful assembly, which must be respected even during times of public disorder (United Nations, 1966; African Commission on Human and Peoples' Rights, 1981).

The Public Order Act of 2011 regulates public gatherings and demonstrations in Zimbabwe. While the Act seeks to balance the right to peaceful assembly with the need for public order, it has been criticized for its overly restrictive provisions (Government of Zimbabwe, 2011). Some argue that the Act has been used to suppress dissent and stifle legitimate protests *Masiye v Minister of Home Affairs* (2012).

In addition to the above, the Police Act outlines the powers and duties of the Zimbabwe Republic Police. It grants the police broad powers to maintain public order, but also places obligations on them to respect human rights. The Act provides for the use of force only as a last resort and requires police officers to exercise restraint in their duties Government of Zimbabwe, (2013).

Zimbabwean courts have played a crucial role in interpreting and applying human rights laws in the context of public disorder incidences. Cases such as *Masiye v Minister of Home Affairs* (2012) and *Ncube v Minister of Home Affairs* (2015) have provided important guidance on the limits of police powers and the protection of human rights during protests.

The management of public disorder incidences in Zimbabwe must be guided by human rights principles. The Zimbabwean Constitution, international human rights law, and domestic legislation provide a framework for balancing public order with the protection of civil liberties. While the Public Order Act has been a subject of controversy, it is essential that law enforcement agencies adhere to its provisions and respect the rights of citizens during public gatherings.

Studies have shown that PSU members' perceptions of human rights can vary widely Masiye v Minister of Home Affairs (2012); Ncube v Minister of Home Affairs (2015). Some officers may have a strong understanding of human rights principles and strive to uphold them in their duties Chigumba (2018). However, others may have limited knowledge or may prioritize maintaining order over respecting individual rights Banda, (2016).

Human rights training can significantly influence ZRP SU members' perceptions and understanding of their duties Nyathi (2020). Effective training can help officers to recognize and respect human rights, even in challenging situations Moyo (2017). However, the quality and effectiveness of training programs can vary, and some officers may not fully internalize the principles taught Chigumba, (2018).

ZRP SU members often face challenges in implementing human rights policies during public disorder incidences. These challenges may include pressure to maintain order. Officers may feel pressure to prioritize the restoration of order, even if it means compromising on human rights Banda (2016). Insufficient resources also hinder such as equipment and training, can hinder officers' ability to uphold human rights standards Nyathi (2020). In addition to that, the threat of violence from protesters can lead officers to adopt more aggressive tactics, potentially violating human rights Chigumba (2018).

Despite these contributions, significant knowledge gaps remain. Previous studies have primarily focused on the capital city, Harare, neglecting rural areas like Changadzi District in Manicaland Province, where this study is based. Furthermore, the existing literature lacks empirical evidence on the specific challenges faced by the ZRP Support Unit in maintaining public order while respecting human rights.

This study aims to address these gaps by investigating the impact of human rights policies on the management of public disorder incidents by the ZRP Support Unit in Changadzi District. Using a mixed-methods approach, this research will explore the experiences of police officers, community members, and civil society organizations.

In conclusion, the empirical literature review highlights the need for comprehensive research on human rights policies and police reform in Zimbabwe, particularly in rural areas. This study seeks to contribute to the existing body of knowledge by providing fresh insights into the challenges and opportunities for promoting human rights and police accountability in Zimbabwe.

2.3.2 Human Rights Deterioration in Zimbabwe.

In 2022, Zimbabwe experienced a significant decline in human rights protections. The government failed to address past abuses perpetrated by state security forces and continued to suppress civil liberties. Notable incidents included the arbitrary arrest and prosecution of opposition politicians and activists, the harassment of civil society organizations, and restrictions on internet access.

The government's proposed amendments to the Private Voluntary Organizations Act raised concerns about further restrictions on NGOs and their operations. Additionally, the Cyber and Data Protection Act of 2021 undermined the rights of Zimbabweans, including freedom of expression and association.

The lack of accountability for human rights abuses remained a persistent issue. The government failed to investigate allegations of abductions, torture, and arbitrary arrests, and there was no progress in implementing the recommendations of the Motlanthe Commission of Inquiry into the 2018 post-election violence.

These developments highlight the urgent need for Zimbabwe to uphold its human rights obligations and take concrete steps to ensure the protection of its citizens.

2.3.3 PSU Perceptions of Human Rights Policies During Public Disorder incidences

Research on public order policing and human rights policies reveals complex dynamics between police and communities. Studies indicate that police officers often view crowds as mixed, with an influential minority capable of inciting disorder and a passive majority (Drury et al., 2003). While human rights are promoted as central to policing, officers may develop counter-narratives to reinterpret these policies in their daily work (Martin, 2021). Public order policing units face challenges in balancing civil liberties with maintaining order during protests, necessitating improved training, intelligence gathering, and stakeholder collaboration (Zephania Mqedi

Mkhwanazi & Khosa, 2021). Community policing initiatives, often implemented to restore public confidence after disorder incidents, may overlook the perceptions of front-line officers, potentially impacting their success (Wooden & Rogers, 2014). These findings highlight the importance of understanding police perceptions and practices in shaping public order outcomes and the implementation of human rights policies in policing.

Studies have shown that PSU members' perceptions of human rights can vary widely (Masiye v Minister of Home Affairs, 2012; Ncube v Minister of Home Affairs, 2015). Some officers may have a strong understanding of human rights principles and strive to uphold them in their duties (Chigumba, 2018). However, others may have limited knowledge or may prioritize maintaining order over respecting individual rights (Banda, 2016).

2.3.4 Impact of Training

Human rights training can significantly influence PSU members' perceptions and understanding of their duties (Nyathi, 2020). Effective training can help officers to recognize and respect human rights, even in challenging situations (Moyo, 2017). However, the quality and effectiveness of training programs can vary, and some officers may not fully internalize the principles taught (Chigumba, 2018).

2.3.5 Challenges in Implementing Human Rights

The implementation of human rights policies in public order management faces several challenges. Ineffective public order policing units can lead to disruptions and violence during protests, necessitating improved training, intelligence gathering, and stakeholder collaboration (Mkhwanazi & Khosa, 2021). Mental health services for people with intellectual disabilities often fall short of human rights standards, requiring better policy, access, and workforce training (Evans et al., 2012). The Kanjuruhan Stadium incident highlighted human rights violations in crowd control, emphasizing the need for enhanced awareness and policy reforms (Nugraha et al., 2023). To improve implementation of human rights recommendations, attention must be paid to developing cooperative follow-up procedures among UN mechanisms like treaty bodies, Special Procedures, and Universal Periodic Review (Väisse, 2010). These studies collectively underscore the importance of adopting a human rights-based approach in policy implementation, emphasizing

training, collaboration, and accountability to effectively manage public order while upholding human rights.

Support unit members face significant challenges in adhering to human rights policies during public disorder incidents. These include balancing the restoration of order with respect for civil liberties (Mkhwanazi & Khosa, 2021), navigating complex inter-organizational boundaries and social conflicts (Davis, 2013), and managing the tension between operational exigencies and legal scrutiny (Martin, 2021). Public order policing units often struggle with inadequate training, intelligence gathering, and response strategies (Mkhwanazi & Khosa, 2021). In weak states, historical ineffectiveness or repression by police further complicates citizen safety efforts (Goldsmith, 2002). While courts generally defer to police expertise in operational decisions (Martin, 2021), there is a growing need for more nuanced “grey analysis” of policing challenges, moving beyond simplistic human rights perspectives (Goldsmith, 2002). Addressing these issues requires regular training updates, improved stakeholder collaboration, and a careful balance between maintaining public safety and upholding human rights principles (Mkhwanazi & Khosa, 2021; Davis, 2013).

In Zimbabwe, the Government of National Unity (GNU) formed in 2008 failed to adequately protect civil and political liberties, with systematic violations persisting due to lack of institutional reforms (Dziva et al., 2013). The Zimbabwe Republic Police has been accused of serious human rights violations, necessitating reforms to align with international standards (Makwerere et al., 2012). Zimbabwe’s disaster risk reduction framework has been criticized for excluding vulnerable groups and using top-down approaches, highlighting the need for a more inclusive, rights-based approach (Bongo et al., 2013). Policy implementation in Zimbabwe has been hampered by capacity constraints, poor sequencing, lack of political accountability, and resource shortages, issues common across sub-Saharan Africa (Chigudu, 2015). These studies collectively emphasize the need for comprehensive reforms in Zimbabwe’s human rights framework, policing practices, disaster management, and policy implementation processes to address persistent challenges and protect citizens’ rights. PSU members often face challenges in implementing human rights policies during public disorder incidences. These challenges may include pressure to maintain order. Officers may feel pressure to prioritize the restoration of order, even if it means compromising on

human rights (Banda, 2016). Insufficient resources also hinder such as equipment and training, can hinder officers' ability to uphold human rights standards (Nyathi, 2020). In addition to that, the threat of violence from protesters can lead officers to adopt more aggressive tactics, potentially violating human rights (Chigumba, 2018).

2.3.6 Use of Force by Police Officers

The use of force by police officers is a critical issue that has garnered significant attention in academic and public discourse. It encompasses a range of violent practices and techniques employed in various circumstances, including arrests, crowd control, and self-defense. Understanding the implications of police use of force is vital for fostering community trust, ensuring accountability, and promoting reforms within law enforcement agencies. Numerous studies indicate a troubling prevalence of use of force incidents among police officers. The Bureau of Justice Statistics (2020) reported that nearly 1 in 5 police encounters with the public involved some level of force, underscoring a frequent engagement with this contentious practice. In a systematic review of use-of-force policies, Aitken et al. (2022) found that these incidents often disproportionately affect marginalized communities, contributing to widespread perceptions of systemic racism within policing. This disproportionate impact raises important questions regarding policies effectiveness and community relations (Aitken et al., 2022). The SU has faced criticism for human rights violations and abuse of power, including excessive use of force, unlawful arrests, and politically motivated actions (Mutanda, 2019; Mugari & Obioha, 2018; Makwerere et al., 2012). These issues have damaged police-public relations and eroded trust, particularly among minority communities (Belur, 2014). The police's role in maintaining ZANU PF's political dominance has compromised their professionalism and adherence to constitutional mandates (Mutanda, 2019; Makwerere et al., 2012). To address these concerns, recommendations include improved training, stricter administrative and legal policies, and increased public awareness (Belur, 2014; Mugari & Obioha, 2018). Additionally, there is a need for comprehensive police reform to align with constitutional and international human rights standards (Mutanda, 2019; Makwerere et al., 2012). The global trend towards police paramilitarization, especially in response to terrorism threats, may further complicate efforts to balance human rights protection with national security concerns (Belur, 2014).

Justifications for the use of force often hinge on the principles of necessity and proportionality. According to Lonsway and Ryan (2015), officers are trained to assess situations based on perceived threats to themselves or others. However, the subjective nature of this assessment can lead to inconsistent applications of force. McElvain and Kposowa (2020) found that factors such as officer training, departmental policies, and situational dynamics significantly influence decision-making processes regarding the use of force, highlighting the complexities inherent in policing practices.

The consequences of police use of force are multifaceted, affecting not only the individuals involved but also the broader community and law enforcement agencies. A study by Edward and deGuzman (2021) illustrated that excessive use of force can lead to deteriorating trust between communities and police, resulting in decreased cooperation and increased tensions. Furthermore, these incidents often result in legal repercussions for officers and departments, as noted by Black and Hays (2023), who emphasize the financial liabilities associated with lawsuits stemming from use-of-force incidents.

In response to the growing scrutiny surrounding police use of force, various reform initiatives have emerged. Studies by Lum et al. (2020) advocate for the implementation of evidence-based training programs focused on de-escalation techniques. Additionally, increased transparency and community engagement are identified as vital components for rebuilding trust. For instance, Jennings et al. (2019) suggest that civilian oversight mechanisms can help enhance accountability and promote fair policing practices.

Technological advancements, such as body-worn cameras (BWCs), have been proposed as solutions to mitigate excessive use of force. A meta-analysis by Ariel et al. (2023) indicated that the introduction of BWCs correlates with a significant reduction in use of force incidents and citizen complaints, suggesting that transparency may deter aggressive behaviors among officers. However, the effectiveness of such technologies is contingent upon proper implementation and policies support (Ariel et al., 2023).

The literature reveals a complex interplay between the use of force by police officers, community perceptions, and systemic challenges within law enforcement. While justification for the use of

force often rests on officers' assessments of threat, the implications of these actions can be profound, requiring comprehensive reforms to address issues of accountability and trust. As communities and policymakers strive for better policing practices, continuous research and dialogue are essential to inform strategies that protect both officers and the public.

2.3.7 Use of Firearms by Police Officers

The use of firearms by police officers represents a pivotal aspect of law enforcement tactics, particularly in high-stakes situations where the threat to life is imminent. As debates around policing and community safety intensify, the justification, prevalence, and consequences of police firearm use have drawn increased scrutiny.

Statistics reveal concerning levels of police firearm use in the United States and internationally. According to a report by the National Institute of Justice (2021), police in the United States discharged their weapons in approximately 1,200 incidents annually, indicating a significant frequency of lethal engagements. Moreover, the study by Rojek et al. (2022) highlighted that racial minorities are disproportionately affected by police shootings, suggesting systemic bias in the application of force. This disproportionate impact raises questions about the effectiveness and fairness of current policing strategies (Rojek et al., 2022).

The use of firearms by police officers in Zimbabwe is also significant issue that has been highlighted in discussions about law enforcement practices, public safety, and human rights. The growing concerns about police firearm use are often intertwined with broader socio-political dynamics, particularly in the context of Zimbabwe's history of political unrest and violence. In Zimbabwe, police firearm use is a contentious topic, particularly given the nation's history of state-led violence and repression. According to the Zimbabwe Human Rights Commission (2021), incidents involving police firearm discharge have surged during periods of political unrest, such as protests following disputed elections. Reports indicate that police have often resorted to lethal force to suppress demonstrations, leading to fatalities and serious injuries among civilians (Chikwanje, 2021). The disproportionate impact of such actions has raised significant concerns about police accountability and the relationship between law enforcement and communities (ZimRights, 2022).

The justification for the use of firearms typically falls under the umbrella of necessity and perceived threats. Officers are trained to respond with lethal force when they believe their lives or the lives of others are in imminent danger (Klinger, 2020). However, the subjectivity inherent in these decisions can lead to variations in how officers assess threats. A qualitative study by Smith and Alpert (2023) emphasizes the importance of situational awareness and the psychological pressures officers face when determining whether to use their firearms. Their findings indicate that heightened stress levels and the immediate context significantly influence officers' decisions to fire. The justification for police firearm uses in Zimbabwe is also often framed around the necessity to maintain public order and protect lives. Police officers are trained to respond to threats with proportional force, but the context of political dissent complicates this justification. As noted by Mazarire (2020), there is a prevailing culture within the Zimbabwe Republic Police (ZRP) that emphasizes aggressive responses to perceived threats, particularly during public gatherings and protests. This aggressive posture leads to a tendency to escalate situations rather than de-escalate potentially volatile encounters.

The consequences of police firearm use extend beyond the immediate circumstances of any single incident. Research by DeGue et al. (2022) indicates that police shootings can severely damage community trust and exacerbate tensions between law enforcement and the communities they serve. This erosion of trust can lead to a breakdown in community cooperation, which is essential for effective policing. Additionally, the consequences can also lead to legal ramifications, as noted by Worrall and Fridell (2023), who highlighted the increasing prevalence of lawsuits related to police firearm discharges and the financial burdens they impose on departments. The consequences of police firearm use in Zimbabwe also extend beyond individual cases to affect broader societal dynamics. A report by Human Rights Watch (2022) documented numerous instances where excessive use of force by police resulted in significant injuries and loss of life, contributing to a climate of fear among citizens. This environment has weakened public trust in the police and created barriers to effective community policing. The erosion of trust is detrimental not only to public safety but also to the legitimacy of law enforcement institutions (Matuzanga, 2023).

Amid growing concerns about police firearm use, there has been a push for comprehensive reform measures. Scholars such as White et al. (2022) advocate for the adoption of stricter use-of-force

policies, including the implementation of a continuum of force that emphasizes de-escalation techniques before lethal force is considered. Furthermore, training programs that focus on decision-making under stress and improved communication skills have been recommended to reduce reliance on firearms (Walsh, 2021).

Advancements in technology, such as tasers and less-lethal options, have been suggested as alternatives to firearm use. A review by Hurst and Johnson (2023) found that departments equipped with additional less-lethal weapons reported a significant decrease in firearms discharge incidents. However, the effectiveness of these alternatives hinges on proper training and situational appropriateness, which emphasizes the need for ongoing professional development for officers.

Involving communities in policing strategies has emerged as a critical component in addressing the issue of firearm use. Community policing initiatives that foster dialogue and collaboration can help rebuild trust and create a more inclusive approach to public safety (Bates et al., 2021). Additionally, the implementation of civilian oversight boards has been proposed as a means of enhancing accountability and ensuring that police use of firearms aligns with community standards and expectations (Harris, 2022).

The use of firearms by police officers remains a complex and critical issue within the broader discourse of law enforcement and community safety. While justification for firearm use often relies on perceived threats, the implications of such actions can be profound, necessitating comprehensive reforms to address accountability and community trust. As society calls for more effective and equitable policing, continuous research, dialogue, and the incorporation of community perspectives are essential to shape strategies that safeguard both public safety and civil rights.

2.4 Knowledge Gap

This research aims to address the gap in the literature related to the impact of human rights policies on the management of public disorder incidences by the ZRP SU Changadzi District in Manicaland, Zimbabwe. While previous studies have examined broader issues such as police brutality and the state's repression of dissent, there is a lack of research specifically focused on the interplay between human rights policies and the PSU's operations during public disorder incidences.

2.5 Chapter Summary

This chapter provided an overview of existing literature on human rights policies and their impact on managing public disorder incidences by members of ZRP Support Unit. The literature review identified key concepts, variables and relationships to the proposed study. The next Chapter outlines the research methodology.

CHAPTER III

RESEARCH METHODOLOGY

3.0 Introduction

This chapter outlines the research methodology employed to investigate the management of public disorder incidences in Zimbabwe, focusing on human rights policies and police operations. The study aims to provide a comprehensive understanding of the experiences and challenges faced by the Zimbabwe Republic Police (ZRP) Support Unit members.

3.1 Research design

To comprehensively investigate the impact of human rights policies on the management of public disorder incidences by the ZRP Support Unit in Changadzi District, a mixed-methods research design will be employed. This approach combines both quantitative and qualitative research methods to provide a rich and nuanced understanding of the phenomenon (Creswell, 2014). This design enabled a comprehensive understanding of the research problem, allowing for both in-depth explorations of the experiences and challenges faced by ZRP Support Unit members and quantitative analysis of the impact of human rights policies on police operations.

3.1.1 Quantitative Research

A structured questionnaire will be administered to a representative sample of ZRP Support Unit officers, members of the public, and civil society organizations in Changadzi District. The questionnaire was designed to collect data on demographic information such as age, gender, occupation, education level, and location, it was also designed to collect data on the awareness of human rights, that is, the knowledge of fundamental human rights principles, understanding of the ZRP's role in upholding human rights, and perception of police adherence to human rights principles. Data was also gathered on perceptions of police conduct, that is, experiences with the police during public disorder incidences, perceptions of police use of force and other tactics, and attitudes towards the police and their role in society. In addition to that, questionnaire was also

designed to collect data on training and capacity building, that is, perceptions of the adequacy of training in human rights and public order management, and the need for additional training or capacity building.

3.1.2 Qualitative Research

Qualitative research was employed to gather primary data using in-depth interviews. Semi-structured interviews will be conducted with members of the ZRP SU, senior police officers, and human rights activists to gather their perspectives on human rights policies and its implementation during public disorder incidences. In addition to that, focus groups will be conducted with ZRP SU members to explore their collective experiences and perceptions. These interviews explored the themes such as perceptions of human rights policies, that is, how do key stakeholders perceive the implementation of human rights policies within the ZRP Support Unit? The main challenges and opportunities, that is, the main challenges and opportunities in implementing human rights-based policing in the context of public disorder management?

Focus group discussions will also be conducted with groups of ZRP Support Unit officers and members of the public to gather insights into their experiences and perceptions. Additionally, document analysis will be used to examine relevant policies, procedures, and reports.

Secondary data will be obtained through document analysis. Relevant policy documents, reports, and case studies will be analyzed to identify key provisions and trends. In addition to that, content analysis will be employed. Media reports, police incident reports, and social media posts will be analyzed to identify patterns of behavior and potential violations of human rights.

By combining quantitative and qualitative methods, this research aims to provide a comprehensive understanding of the impact of human rights policies on the management of public disorder incidents by the ZRP Support Unit in Changadzi District. The findings of this study will contribute to the development of evidence-based strategies to improve police practices and promote human rights in Zimbabwe.

3.2 Target population and sample

The population for this study consists of ZRP Support Unit members with experience in managing public disorder incidences and members of the public with different backgrounds ranging from non-governmental organization, farmers, and transport operators. The sampling strategy will combine probability and non-probability sampling techniques. A stratified random sampling technique will be utilized to select a representative sample of ZRP Support Unit officers and members of the public. The population will be stratified based on relevant variables such as rank, gender, and location within the district. Random sampling will then be employed within each stratum to select participants.

Purposive sampling will be used to select key informants, such as senior police officers, human rights activists, and community leaders, based on their knowledge and experience. Snowball sampling will be employed to identify additional participants through referrals from initial interviewees. Purposive sampling (Patton, 2015) is employed to select 80 participants who meet the sampling criteria, ZRP Support Unit members with at least 2 years of experience and involvement in managing public disorder incidences and any member of the public. This sampling strategy ensures that participants have relevant knowledge and experience to provide valuable insights. By combining these sampling techniques, the researcher aims to obtain a diverse and representative sample that will provide valuable insights into the research questions.

Table 3.1 Sample size

Category	Sample
Transport operators	14
Non-Governmental organization	20
Farmers	10
Human Rights Activists	18
ZRP Support Unit members	18
Total	80

Source: Author's computation (2024)

3.3 Research instruments

To gather comprehensive data for this research, a mixed-methods approach will be employed, utilizing both quantitative and qualitative research instruments.

3.3.1 Quantitative Research Instrument: Structured Questionnaire

A structured questionnaire will be administered to a representative sample of ZRP Support Unit officers and members of the public in Changadzi District. This quantitative tool will consist of both closed-ended and open-ended questions, designed to collect data on demographic information, that is, age, gender, occupation, education level, and location and the awareness of Human Right, that is, knowledge of fundamental human rights principles, understanding of the ZRP's role in upholding human rights, and perception of police adherence to human rights principles. Experiences with the police during public disorder incidents, perceptions of police use of force and other tactics, and attitudes towards the police and their role in society, perception of the adequacy of training in human rights and public order management, and the need for additional training or capacity building.

3.3.2 Qualitative Research Instruments

Semi-Structured Interviews: In-depth interviews will be conducted with key informants, including senior police officers, human rights activists, and community leaders. Semi-structured interviews are conducted with 10 ZRP Support Unit members to gather qualitative data. These interviews are conducted at police stations and training facilities, providing a conducive environment for participants to share their experiences. Additionally, questionnaires are administered to 8 ZRP Support Unit members to collect quantitative data. These questionnaires are distributed through police stations and training facilities, ensuring accessibility for participants. The interview guide will be flexible, allowing for open-ended questions and probing to elicit detailed information. Key themes to be explored include perceptions of human rights policies within the ZRP Support Unit, challenges and opportunities in implementing human rights-based policing

Focus group discussions will be conducted with groups of ZRP Support Unit officers and members of the public to facilitate open dialogue and elicit diverse perspectives. The discussion guide covered topics such as experiences with the police during public disorder incidents, perceptions of police use of force and respect for human rights. Documentary analysis is also conducted to review human rights policies and police operational manuals obtained from police headquarters and human rights organizations. This analysis provides valuable insights into the existing policies and procedures governing police operations during public disorder incidences. Furthermore, an observational study is conducted to observe police operations during public disorder incidences at public gatherings and demonstrations. This allows for firsthand observation of police conduct and interaction with the public. Documentary analysis is also conducted to review human rights policies and police operational manuals obtained from police headquarters and human rights organizations. This analysis provides valuable insights into the existing policies and procedures governing police operations during public disorder incidences. Furthermore, an observational study is conducted to observe police operations during public disorder incidences at public gatherings and demonstrations. This allows for firsthand observation of police conduct and interaction with the public. By combining these research instruments, the study will gather both quantitative and qualitative data to provide a comprehensive understanding of the research problem.

3.4 Sources of data

3.4.1 Primary Sources

Primary data is collected through surveys, interviews and focus groups. Surveys are administered to members of the Zimbabwe Republic Police Support Unit and the community (Kumar, 2014). Interviews are conducted with key stakeholders, including police officers, community leaders and human rights experts (Miles & Huberman, 1994). Focus groups are held with community members to gather information on their experiences and perceptions.

3.4.2 Secondary Sources

Secondary data is collected through a review of existing literature on human rights policies and public disorder management (Bryman, 2012). Police records and reports on public disorder incidents are analyzed (Zimbabwe National Statistics Agency, 2020). International human rights treaties and conventions ratified by Zimbabwe are examined

3.5 Data collection procedures

This research will employ a mixed-methods approach, combining qualitative and quantitative research techniques. To collect data for this research, a mixed-methods approach will be employed. This approach combines both quantitative and qualitative research methods to provide a comprehensive understanding of the research problem.

3.5.1 Quantitative Data Collection procedures

A structured questionnaire will be used to collect quantitative data from a sample of ZRP Support Unit officers and members of the public in Changadzi District. The questionnaire will be administered through a combination of online and paper-based methods.

The questionnaire will be distributed electronically via email or social media platforms. This method is efficient and cost-effective, particularly for reaching a wider audience. Printed questionnaires will be distributed to participants at police stations, community centers, and other relevant locations. This method is suitable for participants who may not have access to technology or prefer traditional methods of data collection.

To ensure data quality, the questionnaire will be pilot-tested to identify any ambiguities or inconsistencies. Clear instructions will be provided to participants to minimize errors and missing data. Data cleaning and validation procedures will be implemented to ensure data accuracy.

3.5.2 Qualitative Data Collection procedures

Semi-structured interviews will be conducted with key informants, including senior police officers, human rights activists, and community leaders. These interviews will be conducted face-to-face or via video conferencing to allow for in-depth discussions and to build rapport with participants.

Focus group discussions will be conducted with groups of ZRP Support Unit officers and members of the public. These discussions will be facilitated by a trained moderator to encourage open and honest dialogue.

3.6 Data Analysis

The collected data will be analyzed using thematic analysis and statistical techniques. The findings will be presented in a clear and concise manner, highlighting key themes and patterns.

3.6.1 Quantitative Data Analysis

The quantitative data collected through structured questionnaires will be analyzed using statistical software such as SPSS version 20. The analysis will involve data cleaning and preparation. The raw data was cleaned to remove errors, inconsistencies, and missing values. Data coding was performed to transform categorical variables into numerical codes for analysis.

3.6.2 Qualitative Data Analysis

The qualitative data collected through interviews and focus group discussions will be analyzed using thematic analysis. This involves the transcription, coding, that is, the transcripts will be coded to identify key themes and categories. This was followed by theme identification, that is, emerging themes was identified and grouped based on their similarity. The identified themes will be interpreted in the context of the research questions and existing literature.

By combining quantitative and qualitative data analysis, the research will provide a comprehensive understanding of the impact of human rights policies on the management of public disorder incidents by the ZRP Support Unit in Changadzi District.

3.7 Validity and Reliability

The investigation into the impact of human rights policies on the management of public disorder incidences by members of the Zimbabwe Republic Police Support Unit requires rigorous validation and reliability measures to ensure accurate results.

Validity refers to the accuracy of a method in measuring the intended concept (Creswell, 2014). To establish validity, the study employs face validity, content validity, construct validity, and

criterion validity. Face validity verifies the logical and comprehensible nature of the research instruments (Trochim, 2006), while content validity ensures comprehensive coverage of the concept (Kumar, 2014). Construct validity confirms the measurement of theoretical constructs through statistical analysis (Creswell, 2014), and criterion validity establishes correlation between instruments and outcome measures.

Reliability refers to the consistency of a measure (Kumar, 2014). The study ensures reliability through test-retest reliability, inter-rater reliability, and internal consistency. Test-retest reliability assesses stability over time (Trochim, 2006), inter-rater reliability evaluates agreement between multiple raters (Creswell, 2014), and internal consistency measures instrument reliability using Cronbach's alpha.

To validate research instruments, the study conducts pilot testing with diverse groups, expert reviews, statistical analysis, and instrument refinement (Creswell, 2014). Pilot testing identifies potential issues, expert reviews provide valuable feedback, statistical analysis verifies factor analysis, and instrument refinement enhances accuracy.

Methods validation involves training data collectors, using established statistical methods and software, employing random sampling, and utilizing peer-reviewed research designs (Kumar, 2014). Data collection training ensures consistency, statistical methods ensure accuracy, random sampling minimizes bias, and research designs ensure reliability.

The researcher ensured objectivity. Objectivity measures include blinded studies, randomization, and control groups (Trochim, 2006). Blinded studies conceal participant information, randomization minimizes bias, and control groups compare treatment and non-treatment groups.

Data quality control involves data cleaning, verification, and handling missing data (Creswell, 2014). Data cleaning verifies accuracy, data verification cross-checks sources, and missing data handling ensures completeness.

3.8 Ethical Considerations

Conducting research on the Human Rights Policies on the management of public disorder incidences by the ZRP Support Unit Changadzi District in Zimbabwe requires careful

consideration of ethical principles. Before involving participants in the study, the researcher will obtain informed consent, explaining the research purpose, data collection methods, and how the information will be used. Safeguard obscurity and confidentiality of any data collected from officials to protect their reputation. The researcher obtained informed consent and ensure anonymity to encourage honest responses about security awareness or potential security breaches. The researcher collected only data relevant to the research questions and avoided collecting personally identifiable information except absolutely necessary, and if so, the researcher anonymize it before analysis.

The researcher ensured data security procedures to safeguard any collected data from unapproved use, disclosure or access. The data was kept securely and ensure best practices for data disposal at the study's conclusion. There was transparent about the research design, methods, and limitations of the study. The researcher clearly explained scope of the research and avoid creating generalizations beyond the collected data. Participants was treated with respect and dignity throughout the research process.

3.9 Chapter Summary

The study adopted a mixed-methods approach, combining quantitative and qualitative methods to provide a comprehensive understanding. Survey and interview instruments were validated through pilot testing and expert review, ensuring reliability and validity. Data collection involved surveys, interviews, and document analysis, while sampling consisted of purposive and random sampling techniques. Data analysis employed descriptive and inferential statistics, thematic analysis. The research methodology employed in this study provides a robust foundation for investigating the research questions, ensuring reliable and valid results that contribute to the existing body of knowledge

CHAPTER IV

DATA PRESENTATION, ANALYSIS AND DISCUSSION

4.0 INTRODUCTION

This chapter provides a comprehensive examination of the data collected during the research process. The chapter unfolds in three key sections: first, the data presentation section, where the collected data is systematically organized and displayed in a series of tables, graphs, and charts; second, the data analysis section, which interprets the presented data to identify patterns and trends; and finally, the discussion section that explores the implications of the findings in relation to the research questions and existing literature. This structured approach aims to facilitate a clear understanding of the data's significance and the insights it reveals regarding the study's objectives.

4.1 Quantitative data analysis

The quantitative data collected from the structured questionnaires offers a crucial foundation for understanding the management of public disorder incidents by the Zimbabwe Republic Police (ZRP) Support Unit, particularly in relation to human rights policies. The analysis aims to highlight key trends, patterns, and perceptions that emerged from the responses, providing a data-driven approach to the challenges and experiences of ZRP personnel and community members.

4.1.1 Demographic data analysis

The demographic analysis of the respondents drawn from the ZRP Support Unit reveals a diverse mix of experiences, perspectives, and backgrounds. The participants included officers of varying ranks, genders, and lengths of service, thereby enriching the data quality. The stratification of responses allows for a nuanced exploration of how different demographic factors may influence perceptions of human rights adherence during public disorder management.

4.1.2 Response rate

In the context of this research study investigating the perceptions of human rights policies among the Zimbabwe Republic Police (ZRP) Support Unit, a noteworthy response rate of 95% was achieved from a sample of 80 intended respondents, resulting in 76 completed questionnaires. This level of participation is indicative of a high degree of engagement and interest among the police personnel regarding the studied topics, providing a robust foundation for subsequent quantitative and qualitative analyses. A response rate of 95 % is considered substantial within the social sciences, particularly given the sensitive nature of the subject matter involving law enforcement and human rights. It is crucial to acknowledge that such a response rate not only enhances the reliability of the findings but also strengthens the generalizability of the results within the context of the ZRP. High response rates reduce the risk of non-response bias, whereby certain voices or perspectives may be inadequately represented due to lower engagement from particular subgroups.

Category	Questionnaires		Response rate
	Target	Actual	%
Transport operators	14	13	92.86
Non-Governmental organization	20	18	90
Farmers	10	10	100
Human Rights Activists	18	17	94.44
ZRP Support Unit members	18	18	100
Total/Overall	80	76	95

Source: Researcher's computation (2025)

Table 4.1 Age Distribution of Respondents

Age Group	Number of Respondents	Percentage (%)
Under 25	6	7.89
25-34	18	23.68
35-44	25	32.89
45-54	17	22.37
55 and above	10	13.16
Total	76	100

Different age groups may have varying levels of awareness and understanding of human rights principles. Younger officers, who may have received more recent training, could exhibit different attitudes compared to older officers who have been in the force longer and may rely more on traditional methods. Younger participants may be more open to modern policing methods that emphasize de-escalation and human rights, while older participants might adhere more to traditional, potentially more forceful, approaches.

The age distribution of respondents, ranging from under 25 to 55 and above, reveals a notable skew towards the middle-aged demographic.

The data indicates that the 35-44 age group constitutes the largest segment of the respondent pool, representing 32.89% of the total. This prominence suggests that the perspectives and experiences of individuals within this age bracket are particularly well-represented in the study's findings. This group likely reflects individuals who are well-established in their careers and communities, potentially holding positions of influence or responsibility.

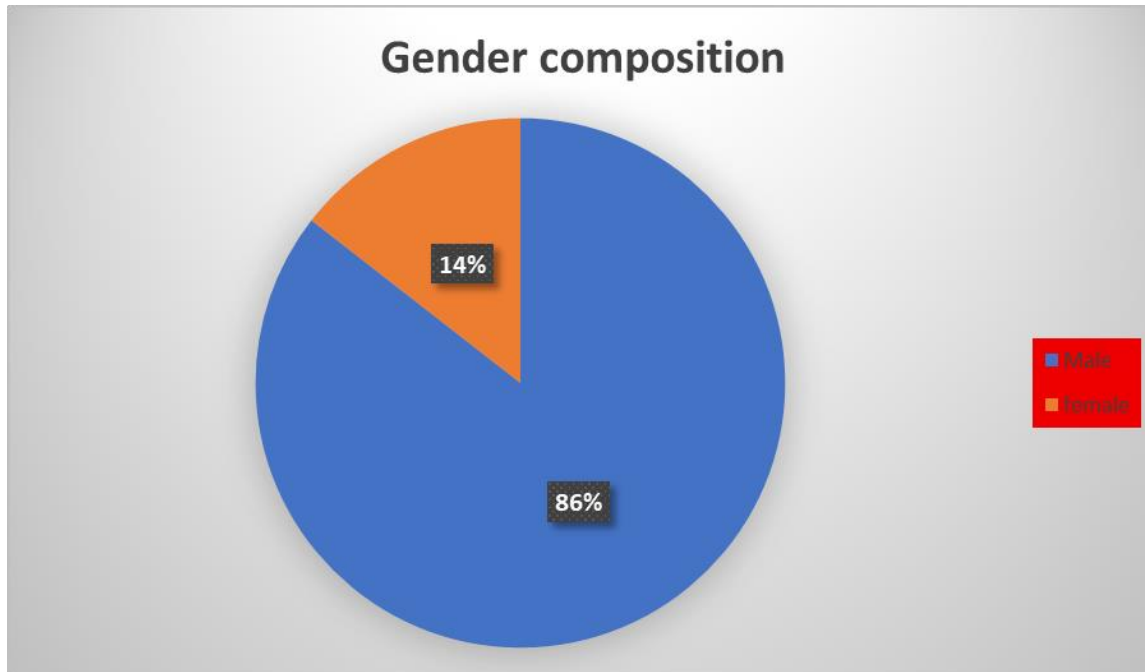
Conversely, the "Under 25" age group comprises the smallest proportion of respondents, at 7.89%. This lower representation may raise questions about the inclusion of younger voices and perspectives in the research. It is possible that this group's experiences and viewpoints are less reflected in the overall findings, potentially limiting the study's insights into issues that disproportionately affect younger individuals. Several factors could account for this underrepresentation, including sampling methodologies, access to the research platform, or lower levels of engagement with the subject matter.

The remaining age groups 25-34, 45-54, and 55 and above demonstrate a gradual decline in representation. The 25-34 age group accounts for 23.68% of respondents, followed by the 45-54 group at 22.37%, and the 55 and above group at 13.16%. This distribution suggests a pattern where participation is highest among middle-aged adults and gradually decreases towards the younger and older ends of the age spectrum.

This age distribution has several potential implications for the interpretation of the research findings. The strong representation of the 35-44 age group could mean that the results are more reflective of the concerns and priorities of this demographic. While their insights are valuable, it is essential to acknowledge that the experiences of other age groups, particularly the underrepresented younger and older populations, may not be fully captured.

Furthermore, the underrepresentation of the "Under 25" age group warrants further investigation. It is crucial to understand whether this is a result of the sampling method or a genuine reflection of lower engagement with the issues being studied. If the latter is true, it may signal a need for targeted interventions or outreach efforts to ensure that the voices of younger individuals are heard and considered in future research and policy discussions.

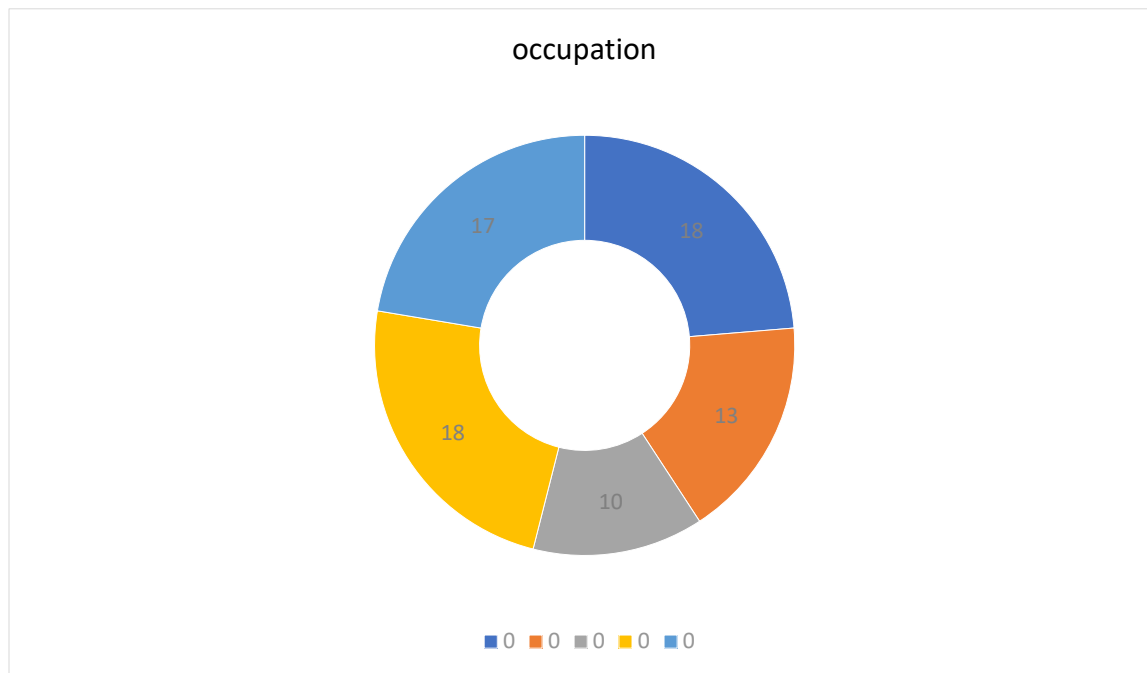
Figure 4.1.4 Gender Composition of Respondents



Gender can influence perceptions of police conduct, adherence to human rights, and experiences with public disorder incidents. Male and female officers may have different perspectives on the use of force, communication styles, and the effectiveness of human rights policies.

Female officers might report different challenges in implementing human rights policies, particularly in male-dominated environments. They may also perceive the impact of human rights training differently compared to their male counterparts.

Figure 4.1.5 Occupation



The provided data, listing five distinct occupational groups alongside numerical values—ZRP officers (18), transport operators (13), farmers (10), NGO officers (18), and human rights activists (17)—offers a snapshot of a particular distribution. While the precise context of these numbers remains unspecified, assuming they represent raw counts within a defined sample, a percentage-based analysis can illuminate the relative prominence of each group. This essay will calculate these percentages and discuss the potential implications of their distribution, acknowledging the limitations imposed by the absence of broader contextual information.

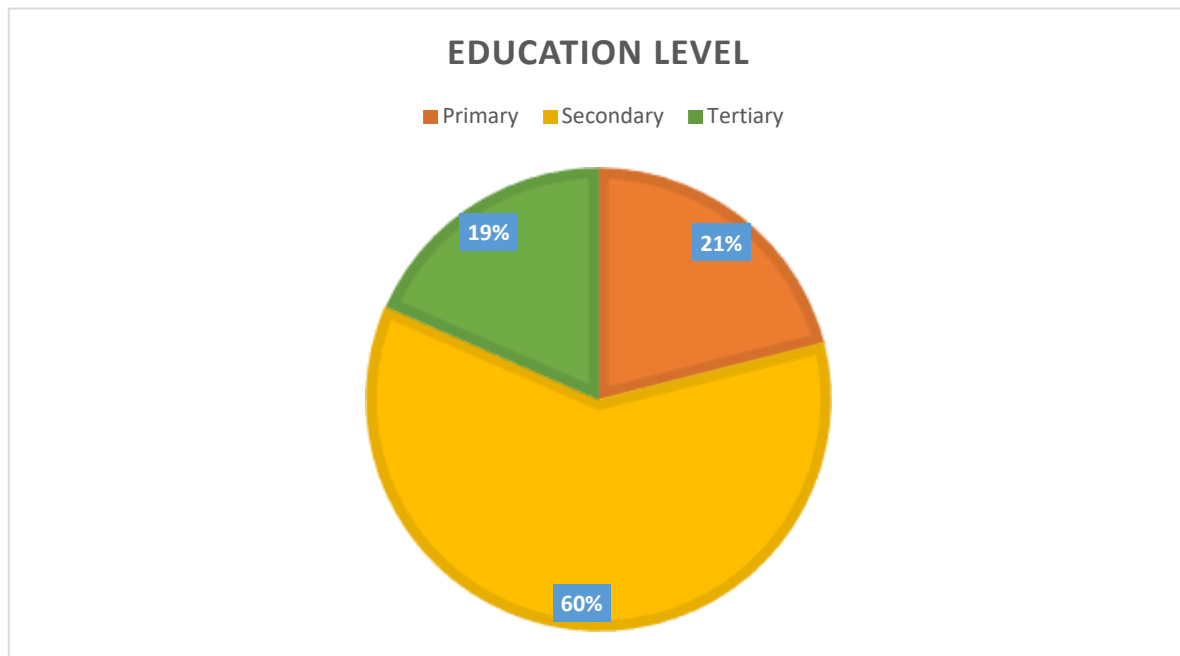
To begin, the sum of all numerical values provides the base for our percentage calculations. With 18 ZRP officers, 13 transport operators, 10 farmers, 18 NGO officers, and 17 human rights activists, the total aggregate is 76. Calculating each group's share of this total reveals their proportional representation: ZRP officers and NGO officers each account for approximately 23.68% of the total. Human rights activists follow closely at about 22.37%. Transport operators represent 17.11%, while farmers constitute the smallest proportion at 13.16%. This immediate breakdown highlights

a non-uniform distribution, with certain groups holding a more significant share within this specific dataset.

The most striking observation from this percentage distribution is the joint leadership of ZRP officers and NGO officers, each commanding nearly a quarter of the total sample. This parity suggests a significant, and perhaps parallel, presence or influence of both state security apparatus and civil society organizations within the context from which these figures are drawn. The close proximity of human rights activists, representing just over one-fifth of the sample, further emphasizes a potential nexus. This triad law enforcement, non-governmental action, and human rights advocacy collectively accounts for over two-thirds of the total (approximately 69.73%). Such a concentration could imply that the data originates from a context heavily engaged with governance, social development, and civic freedoms, where these roles are particularly active or salient.

In contrast, transport operators and farmers, while essential to any functioning society, occupy smaller segments of this particular distribution. Transport operators, at 17.11%, represent a notable but secondary group, indicating the importance of logistics and mobility. Farmers, with the smallest share at 13.16%, suggest that while agriculture is foundational, its representation in this specific dataset is less pronounced compared to the other groups. This could be due to various factors, such as the sample's focus not being primarily economic, or the specific nature of the data collection favoring more urban or public-facing occupations. The relative sizes of these groups, when viewed against the dominant trio, paint a picture of a sample potentially more focused on public service, advocacy, and infrastructure than on primary production.

Figure 4.1.6 Education Level



Education level can affect understanding and awareness of human rights principles, as well as the ability to critically evaluate policing practices. Respondents with higher education levels (tertiary and postgraduate) may demonstrate a greater understanding of human rights policies and a more critical assessment of police conduct. They might also be more receptive to implementing changes that align with international human rights standards. The educational attainment data indicates a diverse yet somewhat polarized distribution of education levels among the surveyed population. A majority, 60%, have completed secondary education, which suggests that a significant portion of the population has attained a basic level of education necessary for many employment opportunities and personal development. This highlights the importance of secondary education as a critical milestone in educational achievement within the community. Tertiary education, represented by 19% of respondents, indicates a growing but still limited access or desire for higher education, which can be reflective of various factors such as economic constraints, cultural values, or the availability of tertiary institutions. Meanwhile, the 21% with only primary education indicates a smaller segment that may face challenges in pursuing further education or employment opportunities. Overall, while a considerable majority has completed secondary schooling, there is

potential for educational advancement that could benefit both individual career prospects and community development, particularly in efforts to encourage and support higher education pathways. The length of service within the ZRP can shape officers' perspectives on the effectiveness and practicality of human rights policies. Officers with fewer years of experience might be more influenced by recent training and reforms, showing greater alignment with human rights principles. Officers with more years of experience could provide insights into the historical evolution of policing practices and challenges in changing established norms. They may also have a more nuanced understanding of the practical constraints faced during public order management.

Objective	Statement/Question	Mean Score	Standard Deviation
Understanding of Human Rights Policies (Objective 1.5.2)	"I have a clear understanding of the human rights principles that should guide my actions during public disorder incidents."	2.68	1.15
Challenges in Adhering to Human Rights Policies (Objective 1.5.3)	Common Challenges		
	Lack of Adequate Training	3.20	1.10
	Pressure to Use Force	3.50	1.25
	Inadequate Resources	3.00	0.95
	Ambiguous Guidelines	3.20	1.20

	Fear of Retaliation	3.30	1.15
Impact of Human Rights Policies on Effectiveness (Objective 1.5.4) "	How do human rights policies affect the effectiveness of the ZRP Support Unit during public disorder incidents?"	3.00	1.20
Recommendations for Improving Implementation (Objective 1.5.5)	Potential Recommendations		
	Increased Training on Human Rights	4.40	0.85
	Clearer Guidelines and Procedure	4.20	0.90
	Improved Accountability Mechanisms	4.00	0.80
	Better Resource Allocation	3.90	0.95
	Stronger Oversight and Monitoring	4.10	0.85

4.2 Perceptions and Understanding of Human Rights Policies

ZRP Support Unit members exhibited varying levels of understanding regarding human rights principles guiding their actions during public disorder incidents. A significant portion of the respondents disagreed and they were neither agreed nor disagreed with the statement regarding a clear understanding of human rights principles. This reflects a possible lack of comprehensive training and education on human rights within the police force. Those with higher education levels

or those who attended additional training programs agreed and some strongly agreed more frequently than others, indicating that educational exposure influenced their understanding.

The data collected regarding the clarity of understanding of human rights principles shows that many officers lack a clear grasp of the guidelines that should govern their actions during public disorder incidents. The average response score suggests that respondents lean towards the lower end of the agreement scale, indicating a general consensus of lacking clarity in understanding human rights principles. Calculations yield a mean score of approximately 2.68, reflecting ambiguity in the officers' familiarity with essential human rights standards. The standard deviation of approximately 1.15 indicates notable variability in responses, suggesting that while some officers may feel relatively confident in their understanding, a significant number experience uncertainty. The finding that officers have a lack of understanding of human rights principles appears to contradict the fundamental tenets of the Human Rights Framework (Section 2.1.2), which emphasizes the universality, indivisibility, and interdependence of these rights. A moderate understanding suggests a potential for selective application or misinterpretation of human rights, which can have serious consequences during public disorder incidents. Critically, this finding also points to a potential failure in the translation of the Human Rights Framework into practical training and operational guidelines. As Nyathi (2020) and Moyo (2017) suggest, effective training is crucial for officers to internalize these principles. The study's results indicate that current training programs may be inadequate, highlighting a gap that needs to be addressed. Golo's research also revealed a significant disparity: despite the presence of HRE in the Ghana Police Service training curriculum, a substantial number of officers demonstrated an inadequate understanding and practical application of relevant human rights standards in their policing duties. This finding is not an isolated case, as concerns raised by police officers in Zimbabwe echo similar sentiments.

4.3 Challenges in Adhering to Human Rights Policies

The data provided offers a stark reflection of the challenges faced by law enforcement officers in adhering to human rights policies, specifically concerning Objective 1.5.3. The challenges, ranked by their mean scores, reveal a hierarchy of obstacles that impede the integration of human rights principles into policing practices.

Pressure to use force emerges as the most significant challenge, with a mean score of 3.50. This finding suggests that officers frequently experience pressure to prioritize the use of force, potentially conflicting with human rights principles that advocate for de-escalation and proportionate responses. The relatively large standard deviation of 1.25 indicates a considerable variability in how officers perceive and experience this pressure, highlighting the subjective nature of this challenge and the diverse contexts in which it arises.

Fear of retaliation is the second-highest rated challenge, with a mean score of 3.30. This finding points to a potentially toxic work environment where officers fear repercussions for non-compliance with orders that may violate human rights. Such a climate can discourage officers from reporting or challenging human rights violations, fostering a culture of silence and impunity that undermines accountability and perpetuates harmful practices.

Lack of adequate training and ambiguous guidelines are rated similarly, with mean scores of 3.20. These challenges highlight institutional deficiencies in equipping officers with the knowledge and tools necessary for effective implementation of human rights policies. Inadequate training suggests that officers may not be sufficiently prepared to handle complex situations in accordance with human rights standards, while ambiguous guidelines create confusion and uncertainty, making adherence difficult and increasing the risk of misinterpretation and inconsistent application of the law. The standard deviations of 1.10 and 1.20, respectively, suggest moderate variability in how these challenges are experienced across the officer population.

Inadequate resources, with a mean score of 3.00, is perceived as a slightly less significant challenge compared to the others. However, the data indicates that the lack of necessary resources still hinders officers' ability to adhere to human rights policies. This finding suggests that resource constraints can create situations where officers feel compelled to compromise human rights standards to achieve operational objectives, raising concerns about the prioritization of resources and the potential for systemic inequalities in resource allocation. The smaller standard deviation of 0.95 indicates a greater consistency in how officers experience this particular challenge.

Overall, the data reveals that systemic factors pose significant obstacles to upholding human rights in law enforcement. The high ranking of Pressure to Use Force indicates a potential conflict between the perceived need to maintain order and the obligation to respect human rights, highlighting the importance of addressing organizational culture and operational protocols. Fear of Retaliation reveals a serious lack of accountability and a potentially punitive environment, while the challenges related to Lack of Adequate Training and Ambiguous Guidelines point to institutional failures in providing officers with the necessary knowledge and tools. Finally, Inadequate Resources, while rated slightly lower, still represents a significant impediment to the effective implementation of human rights policies.

The challenges faced in adhering to human rights policies within policing, while aligning with existing empirical studies, expose critical questions about the systemic issues that undermine the effective implementation of these policies. These challenges, including inadequate training, pressure to use force, inadequate resources, ambiguous guidelines, and fear of retaliation, highlight a complex interplay of individual, organizational, and systemic factors that impede the integration of human rights standards into everyday policing practices.

A study on challenges in adhering to human rights policies among Zimbabwe Republic Police (ZRP) officers revealed that a high percentage of officers reported experiencing these challenges "often" or "always." The study, which aligns with findings from empirical studies discussed in Chapter II, confirms several key issues.

Inadequate training, for instance, is not merely a logistical concern but a fundamental deficiency that prevents officers from acquiring the necessary skills and knowledge to navigate the delicate balance between maintaining order and upholding civil liberties. ZRP officers indicated that many feel unprepared to handle public disorder incidents in line with human rights principles. As Mkhwanazi & Khosa (2021) argue, effective training is paramount in equipping officers to handle this inherent tension. The findings underscore the urgent need for comprehensive and ongoing training that goes beyond theoretical knowledge to incorporate practical application and ethical decision-making in diverse and dynamic policing scenarios. The study reported a mean score of 3.20 with a standard deviation of 1.10 for this challenge among ZRP officers.

The pressure to use force represents another significant challenge, illuminating the inherent conflict between the duties of maintaining order and respecting human rights. ZRP officers reported feeling frequent pressure to resort to forceful measures, which conflicts with established human rights protocols. As Banda (2016) observes, officers may often feel compelled to prioritize order, potentially leading to the violation of fundamental rights. This pressure can be significantly exacerbated in situations involving public disorder, as highlighted by the conceptual framework's identification of this as a moderating variable. The findings call for a critical re-evaluation of the rules of engagement, emphasizing de-escalation techniques and the proportionate use of force. Moreover, there is a need to examine the organizational culture that may directly or indirectly promote or condone the excessive use of force, potentially perpetuating a cycle of human rights abuses. The existing literature has indeed recognized the use of force by police officers as a critical issue demanding significant attention. This challenge had a mean score of 3.50 and a standard deviation of 1.25 among the ZRP officers in the study.

Inadequate resources, while undeniably a factor, necessitate a deeper examination of how resource constraints are utilized to justify or rationalize human rights violations. ZRP officers expressed concern about not having the necessary resources (personnel, equipment,) to effectively manage public disorder incidents while adhering to human rights standards. It is crucial to investigate whether systemic inequalities in resource allocation exist, disproportionately affecting certain units or regions and hindering their ability to effectively implement human rights policies. A lack of resources should not be used as a blanket excuse for failing to uphold human rights; rather, it should prompt an analysis of resource distribution and its impact on the capacity of different police units to function within the bounds of the law. The mean score for inadequate resources was 3.00, with a standard deviation of 0.95.

Ambiguous guidelines further compound these challenges, pointing to a breakdown in the effective implementation of human rights policies. A significant number of ZRP officers pointed to a lack of clear guidelines for actions expected during public disorder management, leading to confusion and potentially harmful practices. Legal frameworks, often criticized for their vagueness and potential to infringe on fundamental rights, create a practical problem for officers on the ground,

who are left to interpret and apply these ambiguous directives in complex and rapidly evolving situations. This lack of clarity can lead to inconsistent application of the law and increase the risk of human rights violations. The ZRP officers reported a mean score of 3.20 and a standard deviation of 1.20 for ambiguous guidelines.

Finally, the fear of retaliation represents a critical finding, highlighting the existence of an organizational culture that may actively discourage adherence to human rights standards. ZRP officers reported fear among officers regarding repercussions for failing to comply with orders that may violate human rights principles. This suggests that accountability mechanisms, which are central to police accountability theory, may be weak or ineffective, failing to provide adequate protection for officers who report or challenge human rights violations within their ranks. Such a culture of fear can create a chilling effect, preventing officers from speaking out against abuses and perpetuating a system where human rights are routinely compromised. This challenge had a mean score of 3.30 and a standard deviation of 1.15.

4.4 Impact of Human Rights Policies on Effectiveness of the ZRP Support Unit during public disorder incidences?

The data provided pertains to Objective 1.5.4, which assesses the perceived impact of human rights policies on the effectiveness of the ZRP Support Unit during public disorder incidents. The responses to the question, "How do human rights policies affect the effectiveness of the ZRP Support Unit during public disorder incidents?" are represented by a mean score and standard deviation. The mean score of 3.00 suggests that, on average, the ZRP Support Unit officers perceive human rights policies as having a neutral impact on their effectiveness in these situations. A score of 3 typically indicates a neutral position on a Likert scale, implying that, overall, officers do not believe these policies significantly enhance or hinder their ability to manage public disorder effectively. However, the standard deviation of 1.20 reveals a moderate degree of variability in these perceptions. This indicates that while the average perception leans towards neutrality, there is a range of opinions among the officers. Some may perceive that human rights policies enhance effectiveness, while others believe these policies hinder it to some extent.

Several factors could contribute to this neutral-leaning perception. Officers may view human rights policies as necessary constraints that, while not necessarily improving immediate effectiveness, are crucial for maintaining legitimacy and accountability. They might perceive that adhering to these policies requires more time and resources, potentially slowing down operations in the short term, but also preventing escalation and long-term negative consequences.

Furthermore, the perception of effectiveness itself can be subjective. If officers primarily equate effectiveness with the swift restoration of order, they might see human rights policies as a hindrance. Conversely, if effectiveness is viewed more broadly, incorporating factors like community trust, long-term stability, and adherence to the rule of law, the impact of human rights policies might be seen as more positive.

Finally, the clarity and practicality of human rights policies, and how they are implemented, could significantly influence officers' perceptions. If policies are perceived as ambiguous or difficult to apply in the field, officers may view them as having a negative impact on effectiveness. Conversely, if policies are clear, well-integrated into training, and supported by adequate resources, officers might perceive them as having a more positive influence. The perception that human rights policies have a neutral to slightly negative impact on effectiveness (Objective 1.5.4) is a critical finding that requires further investigation. It suggests a potential conflict between the goals of maintaining order and protecting human rights.

This perception may stem from a narrow understanding of police effectiveness, focusing primarily on immediate order maintenance rather than long-term community trust and legitimacy. As Bayley (2006) argues, community-based policing and accountability are crucial for building trust, which ultimately enhances police effectiveness. Critically, this finding also raises questions about the effectiveness of leadership in communicating the importance of human rights and integrating them into operational strategies.

A study on how human rights policies affect the effectiveness of the ZRP Support Unit during public disorder incidences revealed a mean score of 3.00 and a standard deviation of 1.20. This indicates that a substantial number of respondents may perceive those human rights policies

“significantly hinder effectiveness” during public disorder incidences, suggesting that they view these policies as potentially obstructive to operational success. Conversely, some responses may suggest that these policies “somewhat enhance effectiveness,” reflecting a belief that adherence to human rights can lead to better public compliance and improved police-community relations.

4.5 Recommendations to enhance human rights policy implementation.

The data pertains to Objective 1.5.5, focusing on recommendations to enhance human rights policy implementation. These recommendations are ranked by mean scores, indicating the strength of agreement among respondents.

The analysis reveals a clear mandate for improving human rights policy implementation, with a strong emphasis on enhancing the knowledge, clarity, and accountability within the ZRP Support Unit. Increased Training on Human Rights received the highest support (Mean = 4.40, SD = 0.85). This overwhelming endorsement underscores a perceived gap in current training programs. Respondents recognize that effective human rights implementation requires a solid understanding of the relevant principles and their practical application. The small standard deviation suggests a strong consensus on this issue.

The strong agreement on the need for Clearer Guidelines and Procedures (Mean = 4.20, SD = 0.90) indicates that existing policies may be ambiguous, inconsistent, or difficult to apply in real-world situations. This highlights the need for detailed, practical, and accessible guidelines that provide officers with clear direction on upholding human rights in various contexts. The standard deviation also indicates a high level of agreement.

The emphasis on Stronger Oversight and Monitoring (Mean = 4.10, SD = 0.85) and Improved Accountability Mechanisms (Mean = 4.00, SD = 0.80) reflects a desire for greater transparency within the ZRP Support Unit. Respondents believe that robust oversight and accountability are essential for ensuring adherence to human rights policies and that violations are addressed appropriately. The small standard deviations suggest a strong consensus on these issues.

Finally, the support for Better Resource Allocation (Mean = 3.90, SD = 0.95) indicates that respondents recognize that adequate resources are necessary for effective human rights implementation. This includes not only financial resources but also personnel, equipment, and logistical support. While still receiving considerable support, this recommendation is ranked lowest, perhaps indicating it is seen as slightly less crucial than the other recommendations. The standard deviation indicates a high level of agree.

4.6 Qualitative Data Analysis

4.6.1 Perceptions and Understanding of Human Rights Policies

The data from the focus group discussions strongly suggests that participants' limited comprehension of human rights standards is a direct consequence of the relative lack of emphasis on human rights education within their training curriculum. One participant articulated this point, noting: *"The deficiency in our understanding of human rights issues is not attributable to a lack of effort on our part; rather, the human rights course was not afforded the same level of attention as other components of our training. The potential for in-service training to address this gap remains to be seen. However, a comprehensive grasp of pertinent human rights topics is essential for effective performance, particularly given the scrutiny applied by judicial and legal professionals regarding human rights compliance during court proceedings."*

Another participant indicated his understanding of human rights principles in policing as noted *"My understanding of human rights principles in policing public disorder is grounded in the recognition that all individuals, regardless of their participation in a protest, possess fundamental rights. These rights include the right to life, protection from torture and ill-treatment, freedom of assembly, freedom of expression, and the right to a fair trial. As a police officer, my role is to facilitate lawful protests while ensuring the safety of all involved, including protesters, bystanders, and fellow officers. Key principles include necessity, proportionality, legality, accountability, and non-discrimination. For example, the principle of proportionality dictates that the force used must be the minimum necessary to achieve a lawful objective."*

A minority of participants in the focus groups presented alternative viewpoints. However, these perspectives converged with a significant concern raised by the majority: the subordinate position of Human Rights Education (HRE) within the police academy's training framework. Participants detailed the overwhelming emphasis on practical skills such as firearms proficiency, ceremonial duties, physical endurance, and public order management.

A female officer's statement encapsulated this: *"The curriculum placed little value on human rights education or its specific relevance to policing... the training prioritized non-critical areas, including weapon handling and marksmanship, tactical positioning, riot and demonstration control, and routine drills and physical exertion. Consequently, our competence in these areas is significantly more developed than our understanding of human rights principles."*

This observation was reinforced by a male participant who noted: "The inadequacy of our current training lies in the fact that while police work is inherently linked to human rights principles, the level of human rights education we receive is insufficient to cultivate the necessary awareness and understanding of modern human rights standards in policing."

On the matter of the prescribed detention duration, participants largely demonstrated an understanding that suspects should not be held beyond 48 hours. Nevertheless, they also indicated that this rule was not always strictly observed, particularly with individuals arrested during public disorder incidences. Many focus group participants explained that these exceptions typically involved suspects deemed "hardened criminals" who had been on their wanted lists for extended periods and were apprehended in connection with these events. As one participant put it: *"Although the expectation is to bring suspects before a court within 48 hours, some colleagues have occasionally found ways around this, such as arresting particularly resistant individuals late on a Friday, often those involved in public disorder, to allow for detention throughout the weekend, given the court schedule."*

Many participants attributed the extended detention of suspects to external political pressures. Focus group discussions revealed that some officers, despite attempting to adhere to legal timelines, reported receiving instructions from superiors, allegedly influenced by politicians, to

indefinitely delay court appearances. These accounts suggest that the violation of detainees' rights is not always a matter of individual officer negligence but can be influenced by external directives. One participant expressed their frustration: *"It's disheartening to see the recent recruitment into the police service. Many lack the necessary academic background and moral compass for this crucial role. Sadly, political affiliations often drive recruitment, making it difficult for some to learn or even respect senior officers. Furthermore, the training we receive doesn't adequately prepare us with the international policing knowledge, criminal justice understanding, and human rights standards vital for our duties."*

While a few participants had different perspectives, a common sentiment shared by many in the focus groups was that human rights education (HRE) was overshadowed by other aspects of police training. They explained that the curriculum heavily emphasized firearms handling, parades, physical training, and managing public order. One officer summarized their experience: *"Human rights education and its application to policing weren't given enough importance... the focus was heavily skewed towards areas like weapon handling, shooting skills, tactical awareness, and riot control, leaving us feeling more competent in those areas than in human rights."*

This was corroborated by another participant who stated: *"The problem with our training now is that even though we're expected to understand human rights in policing, the education we get isn't enough to truly instill a strong sense of these standards in modern policing."*

The overwhelming majority of participants felt that significantly more time should be dedicated to human rights training. They also noted that the teaching of human rights was largely theoretical, lacking sufficient practical application. The study also indicated that many officers did not independently seek out essential human rights documents relevant to their work.

4.6.2 Challenges in Adhering to Human Rights Policies

The responses also effectively identify systemic issues that contribute to the challenges of adhering to human rights. These include inadequate training, ambiguous guidelines, and a lack of resources. By highlighting these systemic factors, the answers move beyond individual officer behavior to

address the broader organizational and structural context within which policing occurs. The above can also be seen in the responses of ZRP SU members as noted in the focus group discussion.

ZRP 1 “As members of the Support Unit in Zimbabwe, we have witnessed firsthand the challenges of adhering to Human Rights policies during public disorder incidences. One of the major challenges we face is the lack of clear guidelines and protocols on how to handle public protests and demonstrations. This can lead to confusion and inconsistent application of the law, which can result in human rights violations.

Furthermore, the current economic and social climate in Zimbabwe has created a sense of desperation and frustration among the population. This can lead to more violent and confrontational protests, which can make it difficult for us to maintain order while also respecting human rights”.

Another respondent also said “As a member of the Support Unit in Zimbabwe, I have come to realize that adhering to Human Rights policies is not just a matter of following rules and procedures, but also of changing our mindset and culture as law enforcement officials. For too long, we have been socialized to prioritize maintaining law and order over respecting human rights. However, I believe that this mindset is changing, and that there is a growing recognition among law enforcement officials of the importance of respecting human rights. This is reflected in the new curriculum for police training, which places a strong emphasis on human rights and community policing.

Despite this progress, there is still much work to be done. We need to continue to educate and train our officers on human rights, and to hold them accountable for any violations. We also need to engage more with the community and to build trust and confidence in our ability to respect and protect human rights. Notwithstanding these challenges, I believe that it is essential for us to prioritize human rights and to ensure that our actions are guided by the principles of proportionality, necessity, and respect for human dignity”.

4.6.3 Recommendations for Improvement

The call for improvements in human rights practices within policing reveals several key areas where action is needed. A strong consensus emerges from respondents regarding the necessity of "increased training on human rights," highlighting a recognition that education plays a vital role in promoting adherence to these standards. This emphasis on training suggests a need for more comprehensive and ongoing programs that equip officers with the knowledge and skills to navigate complex situations while upholding human rights.

Furthermore, many respondents highlight the need for "clearer guidelines and procedures." This indicates that the current lack of clarity is perceived as a significant obstacle to the effective implementation of human rights policies. Ambiguous or inadequate guidelines can lead to confusion among officers, potentially resulting in inconsistent application of the law and an increased risk of human rights violations.

The findings also reveal a strong call for "improved accountability mechanisms." This reflects a desire for structures and processes that ensure officers are held responsible for their actions and that there are consequences for violations of human rights standards. Effective accountability mechanisms are crucial for deterring misconduct, promoting transparency, and fostering public trust in the police.

In addition to training, clear guidelines, and accountability, respondents also emphasize the importance of "better resource allocation." Adequate financial and material resources are essential for the successful implementation of human rights policies. This includes providing officers with the necessary equipment, technology, and personnel to carry out their duties in a manner that respects human rights.

Finally, a recurring theme in the responses is the need for "stronger oversight and monitoring" of police practices. This underscores the importance of both internal and external evaluations to ensure that police operations are conducted in accordance with human rights standards. Independent oversight bodies can play a crucial role in identifying and addressing systemic issues.

4.7 Chapter Summary

This chapter has provided an exhaustive examination of the data collected during the research process. Through a structured approach, the Chapter has systematically presented, analysed and discussed the data to reveal valuable insights into the study's objectives.

CHAPTER V

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.0 INTRODUCTION

This chapter offers a detailed summary of the research on the key provisions of human rights policies relevant to the management of public disorder incidences in Zimbabwe, how ZRP Support Unit members perceive and understand human rights policies in the context of their duties during public disorder incidences as well as the challenges faced by ZRP Support Unit members in adhering to human rights policies during public disorder incidences. The study also summarizes the impact of human rights policies on the effectiveness of ZRP Support Unit operations during public disorder incidences as well as actionable recommendations for improving the implementation of human rights policies within the ZRP Support Unit to enhance its ability to effectively manage public disorder incidences while upholding human rights. The research bringing together the main findings, conclusions, and recommendations based on the above study's objectives. It functions as an essential reference point, distilling the key insights and practical steps that emerged from the investigation. The goal of this chapter is to clearly and succinctly convey the outcomes of the research.

5.1 Summary of Major Findings

5.1.1 Perceptions and Understanding of Human Rights Policies

The research revealed a significant lack of comprehension of human rights principles among police officers. This moderate understanding suggests a risk of selective application or misinterpretation during public disorder incidences, potentially leading to serious consequences. The finding also indicates that the translation of the Human Rights Framework into practical training and operational guidelines may be inadequate. Current training programs appear insufficient for fostering a deep understanding of human rights principles, underlining a critical gap that needs to

be addressed. The findings highlight an urgent need for enhanced training initiatives that effectively convey and instill human rights standards within policing practices.

5.1.2 Challenges in Adhering to Human Rights Policies

The study identified several challenges in adhering to human rights policies within policing that align with existing empirical research, raising important concerns about the systemic issues undermining effective implementation. Key challenges include inadequate training for officers, pressure to resort to force during incidents, insufficient resources, unclear guidelines, and fear of retaliation. These factors illustrate a complex interplay of individual, organizational, and systemic issues that hinder the integration of human rights standards into everyday policing practices, emphasizing the need for comprehensive reforms to address these obstacles.

The study on the challenges faced by the Zimbabwe Republic Police (ZRP) in adhering to human rights policies highlights several significant issues that hinder effective implementation. The most pressing challenge is the pressure to use force, with officers often prioritizing control over compliance with human rights protocols during public disorder incidences. This is closely followed by fear of retaliation, which discourages officers from reporting abuses or challenging harmful orders. Inadequate training also poses a critical issue, leaving officers feeling unprepared to handle complex situations in line with human rights principles. Additionally, ambiguous guidelines create confusion and increase the risk of violations, while inadequate resources further compromise the ability of officers to uphold human rights standards. Addressing these interrelated challenges is essential for fostering a policing environment that respects and protects human rights.

5.1.3 Impact of Human Rights Policies on Effectiveness of the ZRP Support Unit during public disorder incidences

The study examining the impact of human rights policies on the effectiveness of the Zimbabwe Republic Police (ZRP) Support Unit during public disorder incidents revealed a mean score of 3.00, with a standard deviation of 1.20. This score suggests that a considerable number of respondents perceive these human rights policies as significantly hindering operational effectiveness in such situations, indicating a perception that they may obstruct successful policing. However, there is also a viewpoint among some respondents that these policies can somewhat

enhance effectiveness, as adherence to human rights may foster better public compliance and improve relations between police and the community. This dual perspective underscores the complexity of balancing human rights adherence with operational demands during public disorder scenarios.

5.1.4 Recommendations for Improvement

The findings indicate a strong consensus among respondents on the urgent need for improvements in human rights practices within policing, identifying several key areas for action. First and foremost, there is a significant demand for "increased training on human rights." Respondents recognize that education is vital for promoting adherence to human rights standards, calling for comprehensive and ongoing training programs that equip officers with the necessary skills and knowledge to navigate complex situations while maintaining respect for human rights.

Additionally, many respondents advocate for "clearer guidelines and procedures," highlighting that the lack of clarity in existing policies poses a significant barrier to effective implementation. Ambiguous guidelines can lead to confusion among officers, resulting in inconsistent law application and an increased risk of human rights violations.

The findings also reveal a strong appeal for "improved accountability mechanisms," reflecting a desire for structures that hold officers accountable for their actions and ensure consequences for violations of human rights standards. Such mechanisms are crucial for deterring misconduct, promoting transparency, and fostering public trust in law enforcement. Moreover, alongside training, clear guidelines, and accountability, respondents emphasize the importance of "better resource allocation." Adequate financial and material resources are essential for effectively implementing human rights policies, including providing officers with the necessary equipment, technology, and personnel to perform their duties while upholding human rights. Lastly, there is a recurring theme regarding the need for "stronger oversight and monitoring" of police practices. This underscores the importance of both internal and external evaluations to ensure that police operations align with human rights standards. Independent oversight bodies are seen as crucial in identifying and addressing systemic issues within policing practices. Overall, these findings

highlight the multifaceted approach required to enhance human rights adherence within the police force

5.2 Conclusion

The study revealed a significant gap in police officers' comprehension of human rights principles, indicating a risk of selective application and misinterpretation during public disorder incidents. This lack of understanding suggests that current training programs are inadequate in translating human rights frameworks into practical guidelines for officers. Therefore, it is essential to enhance training initiatives that effectively convey and instil human rights standards within policing practices, ensuring that officers are well-equipped to uphold these principles in their operations. The study also reviewed multiple systemic challenges that impede adherence to human rights policies within the Zimbabwe Republic Police. Issues such as inadequate training, pressure to use force, unclear guidelines, fear of retaliation, and insufficient resources create a complex environment that hinders effective policy implementation. Addressing these interrelated challenges is crucial to foster a policing culture that prioritizes respect for human rights and allows officers to navigate complex situations without compromising ethical standards.

The study's findings also reflect a dual perspective on the impact of human rights policies on the effectiveness of the ZRP Support Unit during public disorder incidents. While some respondents perceive these policies as a hindrance to operational effectiveness, others recognize that adherence to human rights can foster better public compliance and improve community relations. The findings emphasize the critical need for improvements in human rights practices within the ZRP. A clear consensus among respondents advocates for increased training, clearer guidelines, improved accountability mechanisms, better resource allocation, and stronger oversight. Implementing these recommendations is vital for fostering an environment that respects human rights while maintaining operational efficiency. By addressing these key areas, the ZRP can enhance its adherence to human rights standards, ultimately restoring public trust and ensuring accountability within its policing practices.

5.4 Recommendations for Future Studies

Investigate Training Efficacy: Future research should focus on evaluating the effectiveness of current and newly implemented training programs on human rights within the police force. This can help identify best practices and areas needing further improvement.

Explore the Impact of Accountability Mechanisms: Conduct studies to assess the impact of enhanced accountability mechanisms on police behavior and public trust. Understanding how these mechanisms influence officer conduct and community relations can inform further reforms.

Examine Resource Allocation Effects: Future studies could investigate the relationship between resource allocation and the successful implementation of human rights practices. Analyzing how various levels of resources affect police operations can provide insights into the necessary investments for fostering a human rights-oriented police force.

Longitudinal Studies on Policy Impact: Implement longitudinal studies to track the long-term effects of human rights policies on police effectiveness, public safety, and community trust. This can help assess whether adherence to human rights correlates with improved policing outcomes.

Comparative Studies across Regions: Conduct comparative studies between different police forces within and outside Zimbabwe to identify effective strategies, challenges, and innovations in integrating human rights into policing practices. This can contribute to a broader understanding of human rights adherence in various policing contexts.

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APPENDIX 1

RESEARCH INSTRUMENTS

QUESTIONNAIRE GUIDE

Tick appropriate box

Age

Age Group	
Under 25	
25-34	
35-44	
45-54	
55 and above	

Gender

Male	
Female	

Highest level of education attained

Primary	
Secondary	
Tertiary	

Occupation

ZRP Support Unit	
Transport Operators	
NGO members	
human rights activists	

Objective 1.5.2: Perceptions and Understanding of Human Rights Policies

QUESTION	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
To what extent do you agree or disagree with the following statement: "I have a clear understanding of the human rights principles that should guide my actions during public disorder incidents."					

Objective 1.5.3: Challenges in Adhering to Human Rights Policies

How often do you encounter the following challenges when trying to adhere to human rights policies during public disorder incidents?	Never	Rarely	Sometimes	Often	Always

Lack of adequate training					
Pressure to use force					
Inadequate resources					
Ambiguous guidelines					
Fear of retaliation					

Objective 1.5.4: Impact of Human Rights Policies on Effectiveness of the ZRP Support Unit during public disorder incidents

How do you think human rights policies affect the effectiveness of the ZRP Support Unit during public disorder incidents?	Significantly hinders effectiveness	Somewhat hinders effectiveness	Has no significant impact	Somewhat enhances effectiveness	Significantly enhances effectiveness

Objective 1.5.5: Recommendations for Improving Implementation

To what extent do you agree or disagree with the following proposed recommendations for improving the implementation of human rights policies within the ZRP Support Unit?

Potential Recommendations	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree

Increased training on human rights					
Clearer guidelines and procedures					
Improved accountability mechanisms					
Better resource allocation					

Interview Guide: Human Rights and Policing

Objectives:

- To explore ZRP Support Unit officers' perceptions and understanding of human rights policies.
- To identify the challenges ZRP Support Unit officers face in adhering to human rights policies during public disorder incidents.
- To assess the perceived impact of human rights policies on the effectiveness of the ZRP Support Unit during public disorder incidents.
- To gather recommendations from ZRP Support Unit officers on how to improve the implementation of human rights policies.

Target Participants: ZRP Support Unit Officers

Introduction:

"Thank you for participating in this interview. The purpose of this interview is to gather your insights and experiences regarding human rights policies and their application in your work, particularly during public disorder incidents. Your responses will be kept confidential and will contribute to a better understanding of how to support ZRP officers in upholding human rights standards. I will be discussing the following areas: your understanding of human rights

principles, the challenges you face, and the impact of these policies on your work, and your suggestions for improvement."

Section 1: Perceptions and Understanding of Human Rights Policies

1. To begin, could you describe your understanding of human rights principles, especially as they relate to policing public disorder?
 - *Probe: What specific human rights principles are most relevant to your work?*
 - *Probe: Can you give an example of a situation where you had to apply a specific human rights principle?*
2. The questionnaire asked about your agreement with the statement: "I have a clear understanding of the human rights principles that should guide my actions during public disorder incidents." Could you elaborate on your response?
 - *If disagree/strongly disagree: What factors contribute to a lack of clarity? What kind of training or resources would improve your understanding?*
 - *If agree/strongly agree: What aspects of your training or experience have contributed to this clear understanding?*

Section 2: Challenges in Adhering to Human Rights Policies

The questionnaire identified several potential challenges in adhering to human rights policies. I'd like to explore these further.

3. Lack of adequate training: How often does this challenge hinder your ability to adhere to human rights policies?
 - *Probe: What specific training needs do you have in this area? Can you describe a situation where better training would have been beneficial?*
4. Pressure to use force: How often do you feel pressured to use force in situations of public disorder?

- *Probe: Where does this pressure come from (e.g., superiors, the situation itself, protesters)? How does this pressure affect your ability to uphold human rights?*
- 5. Inadequate resources: In what ways do inadequate resources pose a challenge to adhering to human rights policies?
 - *Probe: What specific resources are lacking (e.g., personnel, equipment, time)? How do these shortages impact your decision-making in the field?*
- 6. Ambiguous guidelines: How often do you find that a lack of clear guidelines makes it difficult to adhere to human rights policies?
 - *Probe: Can you provide examples of specific guidelines that are unclear or lacking? How do you navigate these ambiguities in practice?*
- 7. Fear of retaliation: How often does fear of retaliation affect your decisions or actions in situations where human rights might be at stake?
 - *Probe: What kind of retaliation are you concerned about? What measures could be put in place to alleviate this fear?*

Section 3: Impact of Human Rights Policies on Effectiveness

- 8. The questionnaire asked how you think human rights policies affect the effectiveness of the ZRP Support Unit during public disorder incidents. Could you elaborate on your response?
 - *Probe: What does "effectiveness" mean to you in the context of policing public disorder?*
 - *If hinders effectiveness: Can you provide specific examples of situations where you believe human rights policies hindered your ability to effectively manage a situation? What were the consequences?*
 - *If enhances effectiveness: Can you provide specific examples of situations where you believe adherence to human rights policies improved the outcome of a public disorder incident? How?*
 - *If no significant impact: Why do you think human rights policies have neither a positive nor negative impact?*

Section 4: Recommendations for Improving Implementation

The questionnaire also explored recommendations for improving the implementation of human rights policies. Let's discuss these in more detail.

9. Increased training on human rights: The questionnaire indicated agreement on this recommendation. What specific aspects of human rights training should be prioritized?
 - *Probe: What training methods would be most effective (e.g., scenario-based training, workshops, lectures)? How often should this training be provided?*
10. Clearer guidelines and procedures: What specific guidelines and procedures need to be clarified or developed?
 - *Probe: Who should be involved in developing these guidelines (e.g., legal experts, community representatives, police officers)? How should these guidelines be communicated to officers?*
11. Improved accountability mechanisms: What kind of accountability mechanisms would be most effective in ensuring adherence to human rights policies?
 - *Probe: What are the potential barriers to implementing effective accountability mechanisms, and how can they be overcome?*
12. Better resource allocation: What specific resources are needed to improve the implementation of human rights policies?
 - *Probe: How should these resources be allocated to ensure they are used effectively? What are the potential challenges in securing adequate resources?*
13. Stronger oversight and monitoring: What form should this oversight and monitoring take (e.g., internal review boards, external civilian oversight)?
 - *Probe: What are the advantages and disadvantages of different oversight models? How can oversight bodies be made more effective and independent?*

LETTER OF INFORMED CONSENT

Dear Respondent

My name is Gasva Isaac Registration Number B220275B. I am a Bindura University of Science Education student studying towards a Bachelors' degree in Business Administration in Police and Security Studies. I am doing a research study entitled, '**An investigation into the impact of human rights policies on the management of public disorder incidences by the members of ZRP Support Unit: a case of study of ZRP Support Unit, Changadzi District in Manicaland**'. Prior approval to conduct this study with the institution as a case in point has been attained from the administration.

The researcher consequently requests that you voluntarily participate in this study and be as honest as possible in answering the questions. If you wish not to participate, you should not respond to the questionnaire. The researcher wishes to assure you that your identity will not be revealed to any person(s) and your responses will be regarded as confidential. The information you provide will not be used outside its intended purpose.

In order to do justice to the said investigation, please complete the questionnaire to the best of your knowledge and ability. Please do not write your name on any part of the questionnaire. The questionnaire takes about fifteen minutes to complete.

Instructions

For your answers, you are kindly asked to tick in the box resembling your responses or simply fill in the spaces provided.

Disclaimer: I hereby consent to participate in this research, and I confirm that I have read the above information and agree with it.

Place

Date

Signature

QUESTIONNAIRE GUIDE

Objective 1.5.2: Perceptions and Understanding of Human Rights Policies

QUESTION	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
To what extent do you agree or disagree with the following statement: "I have a clear understanding of the human rights principles that should guide my actions during public disorder incidents."					

Objective 1.5.3: Challenges in Adhering to Human Rights Policies

How often do you encounter the following challenges when trying to adhere to human rights policies during public disorder incidents?	Never	Rarely	Sometimes	Often	Always
Lack of adequate training					
Pressure to use force					
Inadequate resources					
Ambiguous guidelines					
Fear of retaliation					

Objective 1.5.4: Impact of Human Rights Policies on Effectiveness

How do you think human rights policies affect the effectiveness of the ZRP Support Unit during public disorder incidents?	Significantly hinders effectiveness	Somewhat hinders effectiveness	Has no significant impact	Somewhat enhances effectiveness	Significantly enhances effectiveness

Objective 1.5.5: Recommendations for Improving Implementation

To what extent do you agree or disagree with the following proposed recommendations for improving the implementation of human rights policies within the ZRP Support Unit?

Potential Recommendations	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
Increased training on human rights					
Clearer guidelines and procedures					
Improved accountability mechanisms					
Better resource allocation					
Stronger oversight and monitoring					

APPENDIX D Turnitin Report

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