

**THE EFFECT OF THE
HUMAN RELATIONS AND HEALTH
MAINTENANCE COMPONENTS OF
THE SAPS SELF-MANAGEMENT
PROGRAMME**

by

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SUMMARY

THE EFFECT OF THE HUMAN RELATIONS AND HEALTH MAINTENANCE COMPONENTS OF THE SAPS SELF-MANAGEMENT PROGRAMME

Key terms:

Assertiveness, Conflict management, Personnel Capacity-Building Programmes (PCaBP's), Return on investment (ROI), Social work, South African Police Service (SAPS), Stress management, Substance dependency.

Background:

The success achieved with the South-African Police Service's generic Personnel Capacity-Building Programmes contributed to a 2003 decision by the National Commissioner that a similar type of intervention should be included in the basic training of SAPS recruits. This led to the development of the Self-Management Programme. This programme is, since July 2004, an integral part of the empowerment of more than 8000 recruits annually and is presented on a bi-annual basis.

A comprehensive study into the programme's short-term and long-term effect and return on investment (ROI) was launched in 2004. This thesis will report on the results achieved with the measurement of the programme's human relation and health maintenance components.

Objectives:

The primary aim of the study was to determine the effect of the Self-Management Programme's human relations and health maintenance modules on the knowledge, attitude and behaviour of SAPS recruits, as well as the programme's return on investment coefficient.

Method:

The study utilised an experimental research design, as well as focus groups and triangulation. It involved an average of 520 recruits (400 for the experimental groups and 120 for the control groups) per module. This was supplemented by qualitative research in which 91 recruits participated in various focus groups. The modules and programme was also subjected to a structured and comprehensive return on investment analysis.

Results:

Through the triangulation of measurements it was ascertained that the human relations and health maintenance modules had a practical significant effect on the recruits' knowledge, attitude and behaviour and empowered them on both a personal and a professional level. The ROI analysis also showed that the programme was of considerable financial benefit to the SAPS and should remain as an integral part of all new recruits' training in the future.

OPSOMMING

DIE EFFEK VAN DIE SAPD SE SELFBESTUURSPROGRAM SE INTERPERSOONLIKE VAARDIGHEDE EN GESONDHEIDSINSTANDHOUDINGSKOMPONENTE

Slutelterm:

Dwelmafbanklikheid, Konflikbestuur, Maatskaplike werk, Opbrengs op belegging (OOB/ROI), Personeelkapasiteitsbouprogramme, Selfgelding, Stresbestuur, Suid-Afrikaanse Polisie diens (SAPD).

Agtergrond:

Die sukses van die Suid-Afrikaanse Polisie diens (SAPD) se generiese personeelkapasiteitsbouprogramme het daartoe bygedra dat die Nasionale Kommissaris in 2003 besluit het dat 'n soortgelyke intervensie ook by die basiese opleidingsprogram van student-konstabels ingesluit moes word. Dit het tot die ontwikkeling van die Selfbestuursprogram aanleiding gegee. Dié program maak sedert Junie 2004 'n integrale deel van die bemagtiging van meer as 8 000 student-konstabels per jaar uit en word twee keer per jaar aangebied.

In 2004 is daar 'n omvattende studie na die program se kort- en langtermyn effek en opbrengs op belegging (OOB/ROI) geloods. In hierdie proefskrif sal daar verslag gedoen word oor die resultate wat met die meting van die program se interpersoonlike vaardighede en gesondheidsinstandhoudingsmodules behaal is.

Doelstellings:

Die studie se primêre doel was om die effek wat die program se interpersoonlike vaardighede en gesondheidsinstandhoudingsmodules op rekrute se kennis, houding en gedrag het, te meet en ook om die program se algemene opbrengs op belegging te bepaal.

Prosedure:

In die navorsing is daar van 'n klassieke eksperimentele navorsingsontwerp, asook fokusgroepe en triangulering gebruik gemaak. Gemiddeld 520 rekrute (400 vir die eksperimentele groepe en 120 vir die kontrole groepe) is vir die meting van elke module se effek gemobiliseer, terwyl 91 student-konstabels in die opvolgondersoek by fokusgroepe betrek is. Die modules en program is ook aan 'n gestruktureerde opbrengs op belegging-analise onderwerp.

Resultate:

Deur middel van die triangulering van metings is daar bepaal dat al die betrokke modules 'n prakties betekenisvolle effek op student-konstabels se kennis, houding en gedrag gehad het en hulle op beide 'n persoonlike en professionele vlak bemagtig het. Die OOB analise het ook aangetoon dat die program 'n groot finansiële bate vir die SAPD is en 'n permanente deel van die opleiding van student-konstabels behoort uit te maak.

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THE PRESENTATION OF RESEARCH RESULTS

This manuscript is presented in an article format in accordance with Rule A.11.5.3 and A.11.5.4 as set out in the *Year Book* of the North-West University (Potchefstroom Campus) (2005). The content requirements of the South African journals *Social Work/Maatskaplike Werk* and *Social Work Practitioner-Researcher / Maatskaplikewerk-Navorsers-Praktisyn* as well as the international journal, *Social Work & Society*, (see Appendix 20) were used as basis in the formulation of the articles.

The co-authors gave permission that Ms H M Williams may submit this manuscript for the purposes of a PhD degree. Dr P Huisamen also gave the author permission to utilize some of her research data in the calculation of the Self-Management Programme's overall ROI (see Article 4).

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