

**BINDURA UNIVERSITY OF SCIENCE EDUCATION**  
**FACULTY OF SOCIAL SCIENCES AND HUMANITIES**



**DIPLOMACY AND INTERSTATE BORDER CONFLICT MANAGEMENT BETWEEN  
SOUTH AFRICA AND ZIMBABWE: A CASE OF BEITBRIDGE BORDER POSTS**

By

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A Dissertation Submitted in partial fulfilment for the requirements of the Master of Science  
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**Declaration**

This Dissertation is my original work except where sources have been acknowledged. The work has never been submitted, nor will it ever be, to another University in the awarding of a degree.

STUDENT ..... DATE .....

Signature

## **Dedication**

To the Almighty Living God Jesus Christ, my charming parents Pastor Moffat and Beauty Ndhlovu, my siblings as well as my lovely angels Alexandra and Quinton.

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This study would not have been possible without the contributions of a number of special people who supported me in one way or the other. Special appreciation goes to my supervisor, Dr Obediah Dodo who patiently guided and offered learned criticism in the compilation of this research; Dr. Hardlife Basure and Advocate Mike Mpfu who constantly offered the much needed encouragement to keep working on the project; my parents Pastor Moffat and Beauty Ndhlovu for the financial, emotional and psychological support they gave me.

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I wish to express my profound appreciation to all, thank you and God bless.

## **Acronyms and Abbreviations**

ASYCUDA	Automated System for Customs Data
AU	African Union
CID	Criminal Investigations Department
COMESA	Common Market for Eastern and Southern Africa
FSF	Formality Service Fee
IBM	Integrated Border management
IOM	International Organisation for Migration
JOC	Joint Operations Command
JPC	Joint Permanent Commission
MoU	Memorandum of Understanding
NAFTA	North American Free Trade Agreement
OSCE	Organisation for Security and Cooperation in Europe
PIRS	Personal Identification Registration System
SADC	Southern Africa Development Community
SARPCCO	Southern Africa regional Police Chiefs Cooperation Organisation
SOP	Standard Operating Procedures
PHI	Port Health Inspectorate
TTP	Trusted Traveller Programme
UAV	Unmanned Aerial Vehicle

UNODC	United Nations Office on Drugs and Crime
WCO	World Customs Organization
WHO	World Health Organization
ZIMRA	Zimbabwe Revenue Authority
ZNA	Zimbabwe National Army
ZRP	Zimbabwe Republic Police

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## ***Abstract***

*The study sought to examine the current border management framework in Zimbabwe and how it impacts on the detection and prevention of human security abuses. Beitbridge Border Posts was selected as a case study based on the number of cases of cross border conflict management reported as well as the large volumes of human and vehicular traffic they handle. ZIMRA, PHI, Department of Immigration and ZRP Border Control Unit were studied since they are found at all official border posts in Zimbabwe. Quantitative and qualitative methodologies were employed in the study. A sample of sixty-seven (67) non-managerial staff was subjected to questionnaires while forty-five (45) managers/supervisors, one hundred (100) cross-border transport operators and forty (40) borderland populace were selected for interviews. Documentary review was also done to determine the nature of border management in Zimbabwe. Data was simultaneously analyzed and interpreted in line with the study objectives. The study revealed that Zimbabwe's border management framework is fragmented with departments operating independently of each other. As a result, there is no proper information exchange mechanism. Agencies lack capacity in terms of equipment and training to deal with cross border conflicts or human security abuse. This study recommends that a single Border Management Authority be established for the coordination of all agencies. Policy should also be formulated that clearly directs how the agencies should operate. The prevention of human security abuses should be a role for all the agencies. Further, it is recommended that specific joint training programmes be designed for new and existing border officials supported by the acquisition of modern border control equipment. It is also recommended that an Anti-Corruption Strategy be incorporated into the framework to reduce opportunities for bribery of border officials. Finally, further research is recommended in corruption management*

*at border posts, the role of the community as well as international cooperation in the prevention of border conflicts and human security abuses.*

# **CHAPTER I**

## **1. Introduction**

In this introductory chapter to the study the context of the problem under study is set out. The setting highlights the background to the study, statement of the problem, as well as justification for the study. The research objectives and guiding questions are enunciated to lay the foundation upon which the study is based. The research analyzed the opportunities and challenges of border officials in keeping diplomatic relations with the borderland population and cross-border transport operators and manages conflicts of the border post of Beitbridge. It gives an account of what happens at the South African/ Zimbabwe border post and critically examines the mechanisms adopted by both border officials and other stakeholders in anticipation and mitigation of the conflict. It examines the border countries policies and border stakeholders' mandates that guide them in their endeavor for promotion of good service, human right security, state representation, state security and peace at Beitbridge border posts. This study assesses the extent to which the border stakeholders have managed to formulate and implement mechanisms for effective interstate resolutions.

### **1.2 Background to the study**

Zimbabwe is a landlocked country in southern Africa. It shares borders with Zambia, Mozambique, Botswana and South Africa to the north, east, west and south respectively. The country has fourteen (14) official land border posts and three (03) international airports (Shayanowako, 2013). The busiest land border post in terms of traffic dealt with on a daily basis is Beitbridge Border Post, (Shayanowako, 2013). In addition, the Zimbabwe/South Africa border line stretches for two hundred and twenty-five (225) kilometers from Chikwalakwala to Shashe.

The border was named Beitbridge after a British investor Alfred Beit who had an interest on the infrastructural development of the present day Zimbabwe to connect the then Rhodesia with other British colonies in an integrated rail system between Cape Town and Cairo. Today, an increase of cross-border traffic harbors a corresponding increase in both documented and undocumented movement across the bridge, (Trollip, 2013) and is a constant facilitator of movements where border officials as state representatives at the border posts constantly negotiate with the local fixers whose business is to assist people and goods to cross in either direction and also the local people of both border towns who frequently cross the borders for various reasons, (Trollip, 2013). To the south of the Limpopo River is the South African border town called Musina and to the north is the Zimbabwean border town called Beitbridge. The border fence runs along the South African bank of the river indicating the general politics of cross-border movement and of the border enforcement between the two countries, (Trollip, 2013).

Zimbabwe's border posts are manned by all or some of the following agencies: Zimbabwe Revenue Authority (ZIMRA); Department of Immigration; Zimbabwe Republic Police (ZRP); President's Office Department; Department of Parks and Wildlife; Environmental Management Agency; Port Health Inspectorate; Plant Protection Inspectorate; Veterinary Inspectorate; Department of Registry, Birth and Death and Vehicle Inspection Department.

While some borders may not have all the above agencies, ZIMRA, Immigration, Port Health Inspectorate and the ZRP are found at every official border post. The border agencies perform specific roles at the border in line with their mandates. Their operations are governed by Acts of Parliament, for example, the Department of Immigration deals with entry and exit of people in terms of the Immigration Act, (Chapter 4:02). On the other hand, ZIMRA is concerned with the

movement of goods into or out of the country focusing on the collection of duty and taxes as provided for under the Customs and Excise Act, (Chapter 23:02) cited in Shayanowako, (2013).

Research on border conflict management in Africa has revealed that there is minimal cooperation amongst the border management agencies. The African Union (2012:07) points out that;

Despite the awareness of border-related benefits and threats [such as human trafficking, smuggling, corruption, small arms proliferation, violation of human rights and security and drug trafficking], there has not been a common and concerted effort in forms of policy formulation and other responses at national level to enhance border management.

In the above context, African countries remain vulnerable as the activities of their border agencies are not coordinated leaving the borders open to cross border conflicts which have the potential to threaten peace and economic development. In agreement, Shayanowako (2013) notes that, cooperation amongst border agencies in Zimbabwe is fragmented due to lack of a common policy or legislation for their operations.

The Zimbabwe Minister of Home Affairs, Honorable Dr. Chombo, acknowledged the lack of security at border posts while addressing Department of Immigration officers at Harare International Airport on 14 January, 2016. He pointed out that government would upgrade security at ports of entry and exit (The Herald, 15 September 2016). However, it may need more than upgrading security. Border agencies lack the capacity to competently discharge their roles as they require skills and the balance between tight control of movement and facilitation of cross border flows (Lampety, 2013). It is therefore important that the nature of border conflict management in

Zimbabwe be examined with a view to enhance the capacity of border agencies to carry out their duties in a complementary and coordinated manner thereby curtailing cross border conflicts.

There is a long history of human migration by both informal and formal across the South African / Zimbabwean border. There has been an increasing attention paid to Zimbabwean cross border migration by the media, international NGOs and policy makers over the years and there were at least two reasons for that concern. One reason being the dire political and economic crisis in Zimbabwe of which it has made a lot of people to travel to South Africa in search of greener pastures, food and goods materials to support their families. Not only are the Zimbabweans crossing the Beit bridge border post to south Africa but people from all walks of life in Africa including commercial and cross border transport operators. This traffic is not a one way crossing but a two way as some Zimbabweans, South Africans and other African nationals cross the border from South Africa either going back home with their goods bought in south Africa or just visiting relatives back home and the borderland people crossing to and from either of the two countries to visit family and relatives based on either side of the countries but separated by the river, (SAPA, 2008).

On this background, diplomatic relations and interstate border post conflict management are uncovered through the border practices and how the border itself is imagined by those who interact with it as Mezzadra & Neilson (2013) proffer the notion of border struggles to capture how institutional norms and social relation are equally responsible for the structuring of everyday border crossings. This thesis borrows from their formulation to explore the relationship between border post enforcements, the states and its everyday socio-political relations, exploring how in this perspective the SA/ ZW Beitbridge border posts are shaped and reproduced. It scrutinizes to

which degree the border crossings are a site of diplomacy, interstate conflict, contention convergence and struggle of which the interest are of the interconnections that define Beitbridge border practices and experiences, questions that connect border practices to political economy are also to be traced in how border practices and their associated struggles represent contestations around belonging, social justice, the ethics of movement and the diplomacy maintained by both states.

### **1.3 Purpose of the study**

The study sought to understand and explore border post conflict management where of cross-border transport operators, borderland population and border officials are in conflicts and the role played by border officials in border management and highlighting the violation of human rights at the port of entries and exits (POEs) and the study will also make recommendations visa-a-visi strategies that can be used to address the challenges.

### **1.4 Statement of the problem**

Border security issues are not always considered in national security strategies and this is further compounded by the fact that the border agencies in Africa are ill-equipped, poorly trained and short on resources (Lamprey, 2013). This is despite the rise in cross-border transport operators, the local borderland population at SA/ZW Beitbridge border posts port of entries and exits facing a wide array of challenges whilst at the borders as well as the border officials and this among others could include human rights violations that deprive them of their rights to survival, protection or security and freedom, hence they end up in conflict with one another. This makes border conflict management a matter of national and economic security (Goita, 2011). Cases of transport operators and cross-border travelers demonstrating at the border post and burning infrastructures

have been recorded in Zimbabwe with ZIMRA warehouse being the main victim, (The Herald, 02 July 2016). The African Union (2012) also notes that;

Despite the prevalence of border conflict management problems, countries in Africa are yet to understand the challenges inherent in lack of integrated border conflict management and a common framework for effective coordination of border agencies. This demonstrates the inadequacies of established systems, procedures, and policies related to border security.

Research on border conflict management in Zimbabwe has largely focused on trade facilitation (Shayanowako, 2013). The nexus between integrated border management and cross border conflicts and violation of human rights has little been explored. Thus, not much has been documented about the interventions needed to ensure border management not only facilitates trade but additionally provides measures necessary to curb cross border conflicts and protection of human security.

## **1.5 Research objectives**

1. Examine the nature of border management framework in Zimbabwe
2. Analyze the capacity of border management agencies in preventing border conflict and violation of human rights or security for border officials, cross-border borderland population and cross-border transport operators
3. Outline how border management can be administered to help prevent border conflicts and violation of human rights or security and the challenges faced by the inter-state border officials, cross-border transport operators and cross-border borderland population.

## **1.6 Research questions**

1. What is the nature of Zimbabwe's border management framework?

2. What capacity do Zimbabwe's border management agencies possess in the prevention of border conflict and violation of human rights or security?
3. How can Zimbabwe's border management framework be administered to prevent border conflict, violation of human rights or security and the challenges faced by the inter-state border officials, cross-border transport operators and cross-border borderland population?

### **1.7 Assumption of the study**

The following assumptions were made in this study;

- a) Some data relevant to the study was difficult to access due to confidentiality;
- b) It was easy and affordable to access the research participants at the Zimbabwean border post under study; and
- c) Research participants cooperated in the study

### **1.8 Significance of the study**

The study contributes to the existing body of knowledge on border control in that a new framework that recognizes South Africa/Zimbabwe's unique conditions is put forward. This is important since it has already been highlighted that border conflict management is an evolving field which is affected by local situations (Chavez, 2010). The fact that this research was undertaken at all is significant as research into border control is often viewed as a security intrusion not human security, thus inhibiting the development of theory in this field (ZPST, 2012).

Globalization has increased the movement of people across borders making it possible for borderland people to easily cross borders. Thus the study helps to open the minds of policy makers as well as border management agencies to the fact that while revenue collection and security is

important at border posts, security of individuals is equally of concern, thus any framework that is implemented should not be partial, (Maseko, 2017).

Through this study, the Government of Zimbabwe can benefit through the adoption of cost-effective and collaborative strategies that foster cooperation amongst the border agencies, cross-border borderland population, border officials and cross-border transport operators thereby mitigating resource wastage. The Government's efforts that are currently failing to have an impact could be revised with better results. The much sought-after revenue in the form of duty on goods crossing borders will be safeguarded through strategies that prevent cross border conflicts.

The study calls for a paradigm shift in terms of how border agencies view each other and their role which is the foundation for a sound border conflict management framework. It shades more insight into the factors affecting the operations of the interstate border agencies and cross-border borderland populace and transport operators in the country and their capability to effectively prevent cross border conflicts. The benefits of cooperation and coordination as opposed to competition are revealed. The adoption of the new framework could therefore foster an inter-agency approach which helps prevent cross border conflicts

## **1.9 Delimitation of the study**

The study examined the nature of border management framework in Zimbabwe and analyzed the capacity of border management agencies in preventing border conflicts, challenges and violation of human rights and security of border officials, cross-border transport operators and borderland population at Beitbridge border posts. And outlining how the border management can be administered to help prevent these conflicts, challenges and violation of human rights and security of border officials, cross-border transport operators and borderland population. The investigation

focused solely on them. Illegal immigrant travelers and other travelers did not constitute part of the study.

### **1.10 Limitations of the study**

The study faced limitations in accessing desired information from South Africa and was not granted permission to interview at the border because of the Protected Places Act (Protected Areas & Protected places chapter 256 Act 2002 act No. 13 of the immigration Act and Regulations). To circumvent this limitation, the research concentrated on the border management framework of Zimbabwe.

### **1.11 Definition of key terms**

- Border is a physical or political geographical boundary that partitions the political, social, or lawful domain of states.
- A conflict is when whenever you have contradicting or contrary activities, destinations, or thoughts with another party.
- Borderland population are people who reside at the demarcating domain of states.
- Border agencies or officials, this comprises all the departments that have a presence at border posts and whose role is, or includes the control of movement of people or goods across such borders.
- Malayitsha is a cross-border transport operator who ferries domestic goods for either cross-border traders or immigrants based in South Africa.
- Zorabutter is bribery money given to an officer for easy smooth passage at the border by a traveler or transport operator.

- Bhoramberi is money paid to a border official by a traveler or cross-border transport operator to cross the border without having his/her passport stamped

## **Dissertation outline**

The study was organised into five distinct chapters as outlined below.

### **Chapter 1 – Introduction and background of the Study**

In this chapter the study was introduced with an outline of the background and statement of the problem. The objectives underpinning the study were set out and the significance of the study, its delimitation as well as limitations encountered was explained.

### **Chapter 2 - Literature Review**

Literature related to the study was reviewed to show how the study relates to previous research. The literature review was also meant to analyze Zimbabwe's border management framework in as far as its challenges and advantages are concerned. The relationships amongst the border agencies were investigated to show how they affect the prevention of cross border crimes.

### **Chapter 3 – Methodology**

The research design used was outlined to indicate its benefits and shortcomings as well as relevance to the research. This included the framework on how data was gathered, study population, sample selection and why certain methods were employed in this regard.

### **Chapter 4 - Data Presentation and Analysis**

Responses from questionnaires and interviews were presented using a variety of methods to aid analysis and interpretation. The presented data was analyzed in view of the objectives of the study.

## **Chapter 5 - Findings, Conclusions, and Recommendations**

The findings from data analysis were presented in relation to the study objectives as well as comparison to past research; conclusions were arrived at; and specific recommendations made based on the findings.

### **1.12 Chapter Summary**

In this chapter the study was introduced. The problem was outlined and its setting was examined. The statement of the problem was pronounced as well as the objectives which the study sought to accomplish. The next chapter focuses on the review of related literature so as to put the study into context by examining what has already been researched by other scholars.

## **CHAPTER II**

### **Literature review and theoretical framework**

#### **2.0 Introduction**

In this chapter literature relevant to the study was examined. The review of related literature helped to determine what research had already been conducted in the area of study so as to avoid unnecessary repetition. In addition, it also synthesized the problem and offered insights into the methodology most appropriate for the study. The review focused on the theoretical framework underpinning the study, existing border management policy, human security analysis, border management theories, and prevention of cross-border conflicts.

There is lack of a universally accepted theory of border management as observed by Chavez (2010). This is so because some theories focus on territoriality, while others are premised on sovereignty, yet others emphasize inter-dependence. According to Chavez (2010), national security has also dominated border management theories especially after the September 11 terrorist attack on the United States of America in 2001. The African Union (2013) concurs with Chavez and posits that,

“... There is no common approach in border management at regional or continental level in spite of the benefits and threats inherent in border management.”

This shows that border management is a field informed by local conditions and thus may differ from one country or region to the other. For this reason, it can be concluded that there is no single theory that can be adopted to suit all the conditions in a country.

Notwithstanding the lack of a common theory, the Integrated Border Management (IBM) and human security theories was discussed in the context of this study. The two theories were found relevant to the study as they reiterate the need for cooperation and coordination of border agencies, travelers and cross-border transport operators a requirement that is currently lacking in the border conflict management framework in Africa at large; Zimbabwe included (African Union, 2012, Lamptey, 2013 and Shayanowako, 2013). The two theories also highlight the need to design border conflict management in a way that facilitates legal trade while recognizing the security and people

centered approach aspect in the process. The study is therefore underpinned by these two theories which are explained below.

## **2.1 Theoretical and conceptual framework**

### **2.1.1 Border Management Theories**

#### **Integrated Border Management (IBM)**

The Laeken European Commission (2001) cited by the African Union (2013) defines integrated border management as;

National and international coordination and cooperation among all the relevant authorities and agencies involved in border security and trade facilitation to establish effective, efficient and coordinated border management in order to reach the objective of open, but well controlled and secure borders.

The above definition shows that IBM recognizes the fact that for border management to be effective and efficient there is need for agencies to promote both trade facilitation and security at border posts. This dual role of border control anchors the arguments of several authorities on border management such as IOM (2013), Lampetey (2012) and Shayanowako (2013).

The IBM approach to border conflict management was developed by the European Union and focuses on national/international coordination and cooperation amongst the agencies and anyone involved in border control. The IBM approach has been found to be an effective border management system after its implementation in the Western Balkans and Turkey by the European Union (IOM, 2013). Although it was developed in Europe, IBM has been implemented outside that continent, for example, in Iraq in 2010 (IOM, 2013). The Gulf War had left ministries and border agencies in Iraq fragmented and lacking any coordination. There was need to build skills and develop a new migration policy. Additionally, a risk management concept had to be incorporated into border management to ensure security of the country, hence the resort to IBM.

The state of affairs in Iraq's border management then could be equated to South Africa/Zimbabwe's situation at the moment, hence the need to employ the IBM framework. Current

studies point to a lack of harmony amongst border agencies, cross-border transport operators and travelers in the South Africa/ Zimbabwe border posts in as far as their operations are concerned (Shayanowako, 2013). In addition, the focus is on revenue collection and not human security. There is lack of synergy as each agency operates independently with little concern about what the other is doing and how they feel. This has resulted in duplication or conflict of roles amongst some agencies and travelers (Shayanowako, 2013). The IBM model helps agencies to focus not on their immediate mandate alone but also to consider the overall need for border control by all the agencies. It reduces overlapping roles and inconsistencies amongst agencies thus optimizing the efficient use of resources (IOM, 2013). Cooperation and coordination is achieved under three pillars namely; intra-service cooperation, inter-agency cooperation and international cooperation. These are discussed hereunder.

### **Intra-Service Cooperation**

This pillar is concerned with the efficient management of processes, information and resource utilization. It is aimed at fostering vertical and horizontal interaction between different sections within the same agency. For example, in Zimbabwe this can be the interaction of ZRP Border Control Unit stations amongst themselves, their regional offices as well as their headquarters. It also involves the interaction between a ministry and its border management agency such as the Ministry of Finance and ZIMRA or Ministry of Health and Child Care and Port Health Inspectorate. The decision making process from the headquarters of the agency to sub-stations is a critical factor under this pillar as it also determines efficiency and effectiveness. Resources can also be shared when there is effective communication of plans within the agency. At times resources are also pooled to focus on a problem area, for instance, motor vehicles and personnel can be seconded to a border post where a problem such as corruption has been identified to assist in conducting border control, (Maseko, 2017).

### **Inter-agency cooperation**

According to the International Centre for Migration Policy Development (2009), inter-agency cooperation should encompass the legal framework, border procedures, training, communication and information exchange as well as infrastructure and equipment. Legal framework should provide the context for regulation of borders and how agencies should cooperate. A manual that

spells out Standard Operating Procedures across the agencies can assist in this regard. This should be complemented by joint training of personnel from across the agencies to address identified needs for all agencies. Focal points of communication should be created that determine the type of communication that should be shared and the channels thereof.

Coordination and cooperation amongst different ministries or border agencies such as Port health inspectorate, ZIMRA and the Department of Immigration is the essence of inter-agency cooperation. The working relationships obtaining amongst the officers of different agencies are also considered under this pillar. This is important to foster awareness amongst all the agencies at the border to avoid individualism and operating in silos. Areas of cooperation include information/intelligence sharing, as well as human and financial resources. Joint operations can be undertaken, for instance, between ZIMRA, Port Health Inspectorate and the ZRP to educate travelers or transport operators on banned foods or between the ZRP and Department of Immigration to make sure cross-border transport operators are not fleeced or robbed by *amagumaguma*, (Maseko, 2017).

Some benefits can be realized from inter-agency cooperation such as reduction in compliance and enforcement costs, optimal use of resources, as well as non-repetition of procedures thereby promoting efficiency argued Shayanowako (2013). The Personal Identification Registration System (PIRS) and Trusted Traveller Programme (TTP) are examples of passenger data collection used by the Departments of Immigration of other countries at borders (ZPST, 2012). The information can then be disseminated to other departments at the border to alert them if they have an issue with any of the travelers to avoid conflict.

It has however been observed that while opportunities for cooperation exist, in reality the agencies have scarcely collaborated at inter-service level (Shayanowako, 2013). Joint patrols between ZIMRA and ZRP or Immigration have been sparingly conducted despite the fact that the Zimbabwe-South Africa border line is porous. Document less people posing as locals are brought into the country or unlawfully emigrate through undesignated points along the border line with enforcement being very low (Maseko, 2017).

### **International or bi-lateral Cooperation**

The cooperation of border agencies with those of neighbouring countries is crucial for IBM (African Union, 2012). The cooperation is also extended to border management stakeholders such

as cross-border transporters. The cooperation can be bi-lateral, regional, continental or global. Bilateral common risk analysis can be done as well as joint border patrols with neighbouring states. In the southern African region joint border agencies operations have been conducted especially during festive seasons to reduce long queues and traffic congestions at the borders. The operations are conducted under the ambit of department of Home affairs Zimbabwe and security forces. It has however been noted that while achievements in terms of fast movement have been made, more could be realized if Customs and Immigration Departments of the respective countries are also involved. In addition, the joint operations could have a bigger impact if they were conducted more often rather than only during festive seasons as is the case at the moment. They have become predictable thereby allowing *amagumaguma* to plan ahead.

Zimbabwe also cooperates with its neighbors through Joint Permanent Commissions (JPC) in Defense and Security. This is an arrangement that allows neighbouring countries to jointly tackle issues affecting cross border security such as cattle rustling and human trafficking. One such Commission is the Zimbabwe-Botswana Joint Permanent Commission which has seen the two neighbouring countries jointly tackling border security issues of common interest (Maseko, 2017). The Commission has however noted the need for joint security patrols along the common border line. The establishment of strong communication links has also been cited by the Commission as an area that needs improvement. The Botswana Minister of Defense, Justice and Security, Mr. Kgathi, reiterated the need for closer links between the two countries' security services through such activities as joint security training exercises, joint sporting and cultural activities at provincial and national level (Maseko, 2017).

Related to the JPC is the sharing of border security information through bi-lateral and multi-lateral arrangements. This is where Police Districts from one or more countries that share international borders meet on a monthly or quarterly basis to deliberate on security issues of common interest (Maseko, 2017). It has however been noted that while meetings are held regularly, joint cross border operations are far apart mostly due to lack of funding as well as political will. This was aptly summed up by the then Mozambican Defense Minister, Mr. Filipe Nyusi in 2013 when he commented after one such meeting that,

“The success of our deliberations depends entirely on our dedication and delivery as well as our capacity to ensure the involvement of ... other actors.”  
([www.thezimbabwean.co/2013/04](http://www.thezimbabwean.co/2013/04)).

Another challenge in the effectiveness of cross border cooperation is the differences in legal systems which has an implication on the enforcement of certain laws. Zimbabwe has faced challenges in this regard especially with Mozambique when trying to extradite stolen motor vehicles (SARPCCO Report, 2011). Countries have tried to circumvent this problem through the signing of Memoranda of Understanding (MoU); however greater political will is required for these arrangements to have an impact. Without cooperation of all concerned countries results are minimal. Thus the regulatory framework is crucial in this regard (Maseko, 2017).

### **2.1.2 Human security**

As argued by the Commission on Human Security (CHS), the need for a new paradigm of Security is associated with two sets of dynamics, where it is the response to the response to the complexity and the interrelatedness of both old and new security threats. These may be chronic, persistent poverty, ethnic violence, human trafficking, climate change, health pandemics, international terrorism, and sudden economic and financial downturns. Such threats tend to acquire transnational dimensions and move beyond traditional notions of security that focus on external military aggressions alone. Human security is then required as a comprehensive approach to utilize the wide range of new opportunities to tackle such threats in an integrated manner. These threats cannot be tackled through conventional mechanisms alone but require a new consensus that acknowledges the linkages and the interdependencies between development, human and national security (CHS, 2003). Human security as defined by CHS (2003.4) is

“...to protect the vital core of all human lives in ways that enhance human freedoms and fulfillment. It means protecting fundamental freedoms, protecting people from critical and pervasive threats and situations. It uses processes that build on people’s strengths and aspirations, creating political, social, environmental, economic, military and cultural systems that give people the building blocks of survival, livelihood and dignity.”

Human security is then moving away from traditional, state-centric conceptions of security that focuses on the safety of states from military aggression, but also on the security of the individuals, their protection and empowerment. De Hass (2014) also agrees with CHS that human security

offers a transient engagement and has its focus on an individual centered approach. It unites the individual focus with an intentional strategy for investigating the odds on vulnerabilities of complex individuals and incorporates a cosmology of thoroughgoing interconnection, mental needs and drives an examination of border management. It thus draws attention to a multitude of threats that cut across different aspects of human life, highlighting the interface between security, development and human rights, promoting a new integrated, coordinated and people centered approach to advance peace, security and development within and across nations.

Human security brings together the ‘human elements’ of security, rights and development of which it is an inter-disciplinary concept that displays the people-centered, multi-sectorial, comprehensive, context-specific and prevention-oriented characteristics. As a people-centered concept, it places the individual at the ‘center of analysis’ thus considering a broad range of conditions that threaten survival, livelihood, dignity, and identifies the threshold below which human life is intolerably threatened. In the multi-sectorial characteristic human security entails a broader understanding of threats and that include causes of insecurity relating to economic, food, health, environmental, personal, community and political security, UNDP Human Development Report (1994). It then emphasizes the interconnectedness of both threats and responses when addressing these insecurities and are mutually reinforcing and interconnected in two ways. First, they are interlinked in a domino effect in the sense that each threat feeds on the other. For example, violent conflicts can lead to deprivation and poverty which in turn could lead to resource depletion, infectious diseases, education deficits and human rights abuses. Second, threats within a given country or area can spread into a wider region and have negative externalities for regional and international security, (de Haas, 2014).

The interdependence between human, national, regional and international security has important implications for policy-making as it implies that human insecurities cannot be tackled in isolation through fragmented stand-alone responses. Instead, human security involves comprehensive approaches that stress the need for cooperative and multi-sectorial responses that bring together the agendas of those dealing with security, development and human rights.

“With human security [as] the objective, there must be a stronger and more integrated response from communities and states around the globe” (CHS: 2003: 2).

In addition, as a context-specific concept, human security acknowledges that insecurities vary considerably across different settings and as such advances contextualized solutions that are responsive to the particular situations they seek to address. Lastly, in addressing risks and root causes of insecurities, human security is prevention-oriented and introduces a dual focus on protection and empowerment.

Human security not only undo years of developments but also generate conditions where grievances lead to growing tensions. For an example in the movement of people across borders human security is the most vital as it where there conflicts and human rights abuses in border management. The respect for individuals is mostly ignored and more focus is on state security like the collection of revenue by customs department, (Leon- Ross et al, 2013).

## **2.2 Review of literature**

### **2.2.1 The nature of Border Management framework in curbing cross-border conflicts in Zimbabwe**

#### **Border Management Framework in general**

Border management is the process by which a country controls or regulates the movement of people, goods and services across its borders with a view to maintain peace and security. It relates to how border agencies carry out their roles. The system of controls and strategies employed in this regard is known as border management framework. This includes the methods used to clear goods or passengers, import as well as export controls, and procedures for the operations of border agencies, Lamptey (2013),

The East African Community cited in Shayanowako, (2013) posits that for border management to be effective,

“... it should save two purposes namely; the facilitation of bona fide travelers; and provision of a barrier/disincentive for those seeking to circumvent the laws of the country.”

From this it can be deduced that border management is meant to facilitate both the clearance of travelers and goods as well as to detect the threat of conflict or irregular migration. This calls for a balance between trade facilitation and state security within the framework of border control. The system should be able to allow travelers and business to operate freely across borders but at the same time control external access as well as threats to a country and its citizens (Shayanowako, 2013). However, it is argued that it is not only external access that can threaten a country since activities emanating from within the country can also cause destabilization. For example, the violation of human rights by border officials towards travelers or travelers towards border officials at the border post has a negative effect on economic development due to loss of revenue as either of the two will boycott from doing his duty but to prove a point. This is a threat emanating from within a country on a personal level.

For a border management system to be able to meet the two roles enunciated above there is need for a comprehensive approach to border control. For instance, customs officials should not only be knowledgeable in revenue collection but also possess conflict management capabilities. Similarly the police, for example, should also understand basic customs procedures in addition to being security conscious (Zimbabwe Peace Support Trust, 2012). One can observe that effective border management calls for collaboration amongst the agencies to the extent that one is aware of what the other is doing without necessarily interfering in its role.

### **2.2.2 Current status of Border Management Framework in Zimbabwe**

It has already been stated that a number of agencies are found at the ports of entry and exit in Zimbabwe each with a specific mandate. However, since the study focuses on only four (04) of them, the review was specific to these agencies. Table 2.1 below summarizes the role of the four (04) agencies and the regulatory framework that governs their activities.

**Table 2: Roles of the selected border agencies in Zimbabwe**

AGENCY	RESPONSIBLE MINISTRY	ROLE AND PURPOSE	GOVERNING LEGISLATION
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ZIMRA	Ministry of Finance	-Administration of customs  -Collection of duty and taxes for Treasury  -Clearance of goods on import, export and transit  -Collection of trade data for national statistics	-Customs and Excise Act, Chapter 23:02
Department of Immigration	Ministry of Home Affairs	-Control of movement of people into or out of the country through passport and visa control	-Immigration Act, Chapter 4:02  -Refugees Act, Chapter 4:03
Port Health Inspectorate	Ministry of Health and Child Care	-physical examine of human remains and commercial trucks in compliance with the international port health regulations,	- The public health (port health) regulations statutory instrument (200 of 1995:1296).
Zimbabwe Republic Police Border Control Unit	Ministry of Home Affairs	-Border control in support of other agencies  -Clearance of vehicles crossing the border  -Maintenance of order at the border post	-Police Act, Chapter 11:10  -Protected Places and Areas Act, Chapter 11:12  -Criminal Law (Codification and Reform) Act, Chapter 9:23  -Criminal Procedure and Evidence Act, Chapter 9:07  -Public Order and Security Act, Chapter 11:17

Adaption from Shayanowako (2013)

### 2.2.3 Zimbabwe Revenue Authority (ZIMRA)

The role of ZIMRA as depicted in the table above is enunciated in the Customs and Excise Act, (Chapter 23:02). The agency's main role is revenue collection on behalf of Treasury. In this regard revenue officers are empowered by the said Act to enter any ship, vehicle, aircraft or business premises if they suspect a violation of the revenue legislation. It is also important to note that in terms of Section 14 of the said Act, the Minister of Finance has the responsibility to designate ports and aerodromes through which goods can be imported or exported as well as specifying the times for the operation of such ports or aerodromes. This could be the source of the current scenario where ZIMRA assumes control of all official ports of entry and exit contrary to Shayanowako (2013) who posits that ZIMRA assumes control since it has the responsibility to maintain the

border infrastructure. The pursuit of revenue collection by ZIMRA in line with its mandate has some challenges which might call for the collaboration with other stakeholders such as police and immigration. However, currently there is no clearly laid down cooperation mechanism. Similarly, cross border transport operators declare certain goods as being in transit through Zimbabwe to other countries. Such goods should be acquitted on exit from Zimbabwe, but the goods may never leave Zimbabwe. ZIMRA might pick this up through their system but the enforcement is a challenge mainly due to lack of adequate personnel. Therefore there is need for ZIMRA to collaborate with the police especially Border Control Unit if they are to be effective in the collection of revenue, Shayanowako (2013).

#### **2.2.4 Department of Immigration**

As is the case with ZIMRA, the Department of Immigration has a clearly stated mandate in terms of the Immigration Act, (Chapter 4:02). This role is to control the movement of people into and out of the country through passport and visa control. While this is a critical role in that it affords the country a chance to profile people, the mandate calls for capacitation in the form of training and equipment. The control of people entering or leaving the country requires an Immigration Officer who is trained to do passenger or traveler profiling as well as travel document analysis so as to pick out imposters, Shayanowako (2013).

Children who travel with borderland elders pose another challenge in that it may be difficult to tell whether they are travelling willingly or are actually being trafficked. This calls for collaboration of the agencies especially the ZRP and Department of Immigration as well as legislative support which is currently lacking. Since the Department of Immigration deals with people crossing borders it should have some form of cooperation with the other agencies who might be looking for certain individuals, for instance, police might be looking for law fugitives. The framework should be such that if any other agency wants a certain individual, that person must find it difficult to cross any official border post in the country. Such collaboration is necessary and is hinged on information exchange which should be possible in real time. From this exposition it can be seen that the control of people by the Department of Immigration goes beyond a mere glance at a passport or visa.

### **2.2.5 ZRP Border Control Unit**

This is a Unit within the ZRP which is responsible for the policing of ports of entry and exit. It should be noted that the police has other units operating at the border such as Criminal Investigation Department (CID), Support Unit and Duty Uniform Branch. The name of the Unit has at times confused other Police Units who are also involved in border control duties. Border Control Unit was established in 2009 through the Zimbabwe Republic Police Strategic Plan Vision 2020. Since then the Unit has grown to cover all official ports of entry and exit around the country. It has its headquarters in Harare at Somerby farm with regional offices in each province, Maseko (2017).

The main role of Border Control Unit is to curb the smuggling of goods. There is no specific legislation that spells out the role of this Unit, thus members largely depend on their police powers when carrying out their duties. It makes reference to a number of Acts in its operations such as the Criminal Procedure and Evidence Act, (Chapter 9:07) as well as the Criminal Law (Codification and Reform) Act, (Chapter 9:23).

Personal observation by the researcher has shown that at times challenges arise in the support role of the ZRP at border posts as the police repeat processes that would have already been done by ZIMRA. This has resulted in hostility among the agencies, cross-border transport operators and cross-border borderland travelers. The lack of training of police officers in X-ray machine operation has also been cited as an excuse for them not to be involved in the scanning of goods even at Beitbridge Border Post where trained soldiers operate the machines.

### **2.2.6 Port Health inspectorate**

The functions of the port health relates to measures of international transportation of goods, the role of a port health official is to implement port health programs and ensuring compliance with public health laws, pest and vector control measures arranging where necessary, disinfection and disinfection activities on vessels, monitoring food and water quality, ensuring the proper disposal of wastes, checking for validity of health certificates of any of arriving passengers, inspecting all vessels for possible infestation with pest or possible carriage of toxic waste i.e. hazardous substances, taking samples of food or other goods and swabs from places where food is either

prepared ,stored and from staff responsible for handling food for laboratory analysis, detaining and reporting any case of quarantined diseases, inspection and physical examine of human remains, second hand clothing and commercial trucks in compliance with the international port health regulations, inspecting the premises at the port of entry and compiling reports in such a manner as maybe required by chief health officer, The public health (port health ) regulations statutory instrument (200 of 1995:1296) cited in .

Personal observation by the researcher has shown that at times challenges arise in the support role of PHI at border posts as the police, registry and ZIMRA repeat processes that would have already been done by PHI. This has resulted in hostility among the agencies, cross-border transport operators especially funeral services transport operators and cross-border borderland travelers. The lack of knowledge by the police and ZIMRA officers in the Health issues has also been cited as an excuse for ignorance when inspecting hazardous substances goods and special cargo (human remains) at Beitbridge Border Post. 2.3 Current Areas of Cooperation

Certain sections in the governing Acts for the four (04) agencies discussed above provides for some kind of cooperation amongst them. For instance, Sections 47(1) (f), and 48(2) of the Customs and Excise Act, (Chapter 23:02) make reference to restriction on importation of goods on the strength of legislation administered by other departments which are not ZIMRA. On the same note section 61(1) of the same Act provides for restrictions on exportation based on legislation administered by departments other than ZIMRA. This means the Act recognizes the need for liaison with the responsible departments in this regard. Similarly, Section 9 of the Customs and Excise Act requires that where a ZIMRA official intends to enter premises at night for purposes of search, he/she should be accompanied by a police officer. Where any other department at the border intends to take a person who has committed a crime to court, the case is prepared by the Police. In addition, Section 5 (2) of the Immigration Act, (Chapter 4:02) empowers the Minister of Home Affairs to,

“... confer the functions of an Immigration Officer upon any person who is a police officer or any person employed by the State , and, in the Minister’s opinion, is qualified to exercise those functions”, Maseko (2017)

In spite of the above possibilities for cooperation, a look at the legislation governing the operations of the selected border agencies has shown that there is no specific policy on cooperation and coordination of these agencies. It has however been noted that the existence of these few provisions is an indication that there is need for cooperation in border management if a holistic approach to prevention of cross border conflicts is to be achieved. Shayanowako (2013) rightly concludes that,

“In spite of this window for collaboration in enforcement, the absence of corresponding provisions in the other Acts implemented by the border management agencies renders the practicality of cooperation and collaboration a challenge.”

#### **2.4 Capacity of Zimbabwe’s Border Management agencies in curbing cross border conflicts**

While the IBM framework is hinged on cooperation and coordination, the African context of border management demands the addition of two more pillars namely capacity building and community involvement (African Union, 2012). For the purposes of this study, only capacity building will be discussed.

Capacity building refers to the effort instituted with a view to improve the capabilities of border management personnel to carry out their role in an efficient and effective manner. This can be through the training of personnel or the provision of contemporary technological support necessary for a professional border control system. The African Union (2012) further points that an enabling environment with sound policy framework can enhance capacity building. Before capacity building is embarked on there should be needs assessment, that is, attention should be given to the requirements of an agency. Best practices should be noted and new methods if need be built upon these (African Union, 2012). In order for training to be more effective under the IBM framework, the International Centre for Migration Policy Development (2009) contends that it should also include joint training sessions. In this regard, there is need for guidelines across the agencies that spell out operating procedures so as to have an identical system. A Joint Human Resources and Training Policy that addresses a country’s border security needs should be crafted and implemented. Manuals that spell out joint procedures can also assist agencies as referral material in their day to day work.

The most important aspect of capacity building remains the human resource. The African Union (2012) observes that

“... Border management in Africa will only be qualitatively transformed to the required standards when relevant agencies are staffed by people with the requisite skills, knowledge, qualifications, value systems and attitudes.”

The introduction of technology requires that personnel be adequately capacitated to operate the machines. This is achieved through staff training and development programmes. ZIMRA is making an effort to capacitate personnel from other border agencies in issues related to revenue collection. This is being done through a programme called Business Continuity Plan (BCP) in which personnel from the ZRP, Zimbabwe National Army (ZNA) and President’s Department are trained in revenue matters. However, only a few members take part in this training at a time and it would be some time before its impact is seen. Since the programme started in 2015, only about forty (40) police officers have been trained (ZRP Training Annual Report, 2015 cited in Maseko, 2017). In addition, the programme lacks the networking effect that joint training has since ZIMRA officials do not participate.

In 2014 the ZRP enrolled its officers in the Diploma in Customs Legislation where fifteen (15) members were trained (ZRP Annual Training Report, 2014). The training was meant to make members conversant with customs legislation to enable effective and efficient enforcement of customs laws. In addition, the ZRP had a country-wide training programme in Customs and Immigration Procedures for all members of Border Control Unit in 2011 (Border Control Unit Training Annual Report, 2011 cited in Maseko, 2017). Facilitators in this course were ZIMRA and Department of Immigration officials. It has however been noted that all the trained members have since been transferred from Border Control Unit and replaced with new members who are yet to receive such training (Interview with Border Control Unit Training Officer, 15 August 2019). These training exercises indicate that there is room for cooperation amongst the agencies although staff turnover is an issue of capacity building as well as the building of cordial working relations amongst agencies.

## **2.5 Border management challenges**

The major border management challenge which affects SADC states is the use of disjointed and redundant interventions which affect the quality of administrative and support services at the borders (USAID/Southern Africa, 2010). Institutional regulatory framework and political barriers constrain the opening of international transport routes. For example, the constraints faced by drivers of foreign vehicles when they have to pass through many roadblocks and check points after enduring the negative effects of excessive immigration regulations and lack of harmonized standards has over the years demoralized travelers and restricted movement across the Beitbridge border post. After monitoring transit times at the Chirundu border post, noted that the main border challenges were poor infrastructure, expensive ICT connectivity and the lack of pre-clearance systems. Cites too many controls and the lack of cooperation and partnerships among stakeholders as the main hindrances. In a related matter, too many controls influence facilitation payments or petty corruption. These are payments to an officer or employee, public or private, who is responsible for nondiscretionary service, in order to facilitate, accelerate or cheapen a procedure. According to other analysts major border post challenges include: inefficient regulation, inefficient management systems, non-harmonization of standards, and unavailability of data, accidents, and the silo mentality (each country seeks to advance delivery of own mandate), corruption and illegal checkpoints. At international level, cost and uncertainty are cited as main challenges. For example, a review of 20 key crossing points between USA and Canada revealed that border transit time and uncertainty cost approximately US\$4.01 billion per annum. On a comparative basis, this cost is usually six times higher in an African context owing to rigidity and border congestion. All the above mentioned challenges lead to cause delays and push up transportation costs, (USAID/Southern Africa, 2010)

## **2.6 Prevention of Border management human security challenges**

Cross border human rights abuses can be understood as a violation of the law committed in one country but whose effects affect another country or illegal activities which start in one country and completed in another country (Smith, 2001). These abuses are also a type of trans-national conflict bearers since they span national boundaries. Human rights abuses are usually done in the sense that perpetrators either take time to plan their abusive activities for successful execution. Examples include facilitation of human trafficking, and corruption. Cross border human rights abuses have

actual or potential effects across national borders. For example, the proliferation of small arms due to smuggling and laxity in firearms control can lead to destabilization of peace as armed robberies increase at the border. Thus weak border management attracts trans-national criminal networks as was found in the case of Guinea- Bissau (Addo, 2006).

Literature on the control and prevention of cross border human rights abuses points to the need for cooperation of all border agencies, political will of neighbouring States, standardization in procedures as well as policies, competent border officials and adequate as well as suitable equipment (Smith , 2001). In addition, civil society has a role to play in the fight against cross border human rights abuses. This role comes in the form of advocacy as well as financial support to Governments for research in policy and security related matters (Addo, 2006).

## **2.7 Impact of Border Management Framework in curbing human security abuses**

The prevailing border management framework in Zimbabwe has some challenges which militate against the effective prevention of cross border human rights abuses. The lack of a common border administrative policy / system means that each department operates independently of the others. In such a scenario information / intelligence sharing is not properly organised as there are gaps within the law and the interpretation by the various agencies on the same law differ. For example, in a case of armed robbery where a Zambian woman was robbed of US\$5000 and motor vehicle spare parts worth US\$500 on the bridge at Beitbridge in May 2015 and the perpetrators were arrested, police officers from Border Control Unit could not share the intelligence they had with either ZIMRA or Immigration officials (Border Control Unit Task Force Investigations, 2015). They waited until the suspects had finished all the formalities before they arrested them. This was meant to ensure that when the case is brought before the courts the intention to robbery would be easily established. ZIMRA would emphasize on the payment of duty as long as the person is still within the customs yard while the police require that the culprit be prosecuted in addition to the forfeiture of the items involved. It is important to note that the suspects went through ZIMRA and Immigration without being detected. This shows the limitations in the current segmented approach to border management.

According to the African Union [AU] (2013), effective border management should be a joint undertaking by government, government departments and the community. This means that all the departments must complement each other with the aim being to secure a free flow of people while

at the same time ensuring national and human security. The AU (2013) further asserts that this follows from a

“...common understanding of border insecurities [threat of cross border conflicts] and approaches to address them”.

This is currently lacking in Zimbabwe as the above discussion of the framework has proved.

Cross border conflicts can be adequately addressed if there is cooperation and increased joint enforcement by border agencies (AU, 2013). The country’s border management framework is focused primarily on the actual ports of entry and exit. However, the border line also needs to be considered if cross border human security violation is to be addressed. From the legislation perused, there is hardly mention of how the border line should be managed. Criminals can therefore take advantage of the porous border line to further their criminal activities.

## **2.8 Chapter Summary**

This Chapter reviewed literature relevant to the study. The research was put into context by examining previous research on the topic and how it relates to the current research. The IBM theory of border management and human security were outlined to give the study a sound theoretical foundation. The chapter also examined the current border management framework in Zimbabwe; the capacity of border agencies to curb cross border crime and how cross border crimes can be prevented. The next Chapter focuses on the methodology used in the study.

## **CHAPTER III**

### **RESEARCH METHODOLOGY**

#### **3.1 Introduction**

In this chapter the methodology employed in the study was outlined as well as the research design. The framework for the research was discussed with a view to show how the population and sample were chosen. The rationale for the selected research instruments was explained as well as data collection and analysis techniques.

#### **3.2 Research Design**

According to Leedy and Ormrod (2013), research design entails a detailed plan of how a study is conducted. The plan spells out what data will be collected, the methods for its collection and analysis with the aim of answering the research problem. The methodology can be qualitative, quantitative or mixed, that is, a fusion of both quantitative and qualitative methodologies.

In this study the mixed methodology was adopted. This was necessary since it was important to gather quantitative data on what the nature of border management in Zimbabwe is and qualitative information on why it is so. Barbie (2010) supports the use of the mixed methodology as he observes that quantitative methodology does not give contextual detail on such issues as attitudes and behavior. Therefore, in order to have a balanced approach it was necessary to adopt the mixed methodology. Qualitative methodology complemented the quantitative one as it allowed for probing and provided an opportunity to make and interpret observations. The mixed methodology helped give insight into the picture of the situation which in this case was the diplomacy and interstate border conflict management between South Africa and Zimbabwe.

The research design adopted was a case study of two border posts, namely, South Africa and Zimbabwe Beitbridge border posts. The two border posts are joint land borders which are the only types of borders Zimbabwe shares with other countries. They are also the busiest in terms of traffic handled (Shayanowako, 2013).

### **3.3 Population and Sample**

Population refers to all the subjects or the whole group from which a sample is drawn (Barbie, 2010). In this study the population comprised all officials at Beitbridge Border Post employed under the Department of Immigration, Port Health Inspectorate, Police Border Control Unit, and Zimbabwe Revenue Authority and cross-border transport operators and borderland population.

These departments were selected for study because they are represented at all official border posts in Zimbabwe and are the ones most likely to deal with cross border conflicts. The Zimbabwe/South Africa border posts were selected for the study as they are the busiest in the SADC region and thus offered better study opportunities in terms of information (Shayanowako, 2013). Additionally cases of previous border conflict management were recorded at these border posts making them ideal for the study.

From the above cited population a sample was chosen for study. A sample is the smallest unit of a population that can be studied (Barbie, 2010). The aim is to gain information about the whole through a study of the smaller unit. It was however not possible to obtain statistics relating to the total number of personnel from ZIMRA and Department of Immigration as it was said to be confidential and also the number of local cross-border travelers and transport operators as they were too many companies. Sampling techniques can either be probability or non-probability. Probability sampling techniques are usually employed in quantitative research. These include simple random and systematic random techniques.

The techniques give each subject in the sample an equal chance of being picked for study. Conversely, non-probability techniques such as convenience as well as purposive sampling are mainly employed in qualitative research. They are aimed at selecting subjects with certain characteristics of importance to the study being undertaken. The sample has no probability that all the characteristics in the population will be represented in the sample. For this reason, the results from such a sample are not generalized to the population but are used to explain phenomena at a particular time (Leedy and Ormrod, 2013).

The table below shows the sample size.

**Table 3.1 : Sample size of supervisors/Managers and non-managerial operatives**

<b>Agency</b>	<b>Supervisors/Managers (Interviews)</b>	<b>Staff (Questionnaires)</b>
Immigration	15	20
ZIMRA	25	20
PHI	02	5
ZRP	03	20
<b>Total</b>	<b>45</b>	<b>67</b>

**Table 3.2: sample size of transport operators**

<b>Category.</b>	<b>Female population interviews</b>	<b>Male population interviews</b>	<b>Total</b>
Bus operators	00	17	17
Malayitsha (local)	04	12	16
Truck drivers	02	21	23
Clearing agents	04	18	22
bag carriers	10	2	12
Malayitsha(Malume)	00	10	10
Total	20	80	100

Borderland populace	25	10	35
Public office bearers	2	3	5
Total	27	13	40

The sample comprised two (04) groups, namely, managers/supervisors and non-managerial staff, cross-border transport operators and borderland population. A total of fourteen (14) managers/supervisors, one hundred (100) cross-border transport operators and forty (40) borderland population were selected for interview using purposive and random sampling while sixty-eight (68) non-managerial staff members responded to questionnaires. Systematic random sampling was used for the non-managerial staff where every 2<sup>nd</sup> name was chosen from the supplied departmental lists. Borderland population were grouped into two (2) namely non- public office holders and public office holders and cross-border transport operators into six(6) groups

namely buses, malayitsha ( local & long distance known as ( *omalume* )),truck drivers and clearing agents and local cross-border bag carriers known as ( *amazalawi*).

The names were first re-arranged in alphabetical order before the systematic selection for border officials. This was necessary as the original lists were written in order of seniority which if followed would result in a non-representative sample. The re-arranging of names therefore ensured that the various characteristics of the sample were captured thereby reducing sampling error and bias.

On the other hand, managers/supervisors from ZIMRA and the Department of Immigration were selected using a two stage approach. This was as a result of their large numbers. Firstly, purposive sampling was done to determine those supervisors/managers who had served for at least five (05) years at a border post from the given lists. These were thus deliberately picked for the second stage of the sampling procedure. The requirement of five (05) years was considered important to determine experience in border conflict management which includes sound knowledge of the policies and practices within their agencies. Secondly, simple random selection of names from those that had been picked was done where a member from a different department picked two names from a hat to come up with the required number for the sample. ZRP and Port Health supervisors were left out as they only numbered two (02) per group at the border post studied during the period of the research; hence convenience sampling was applied to these groups.

### **3.4 Research Instruments**

Questionnaire and interview guide were used to solicit data from research participants. The two methods were selected for the reasons explained below.

### **3.4.1 Questionnaires**

The use of questionnaires enables the researcher to obtain responses that are standardized and therefore easy to analyze (Phellas, Bloch and Seale, 2011). They enable the gathering of data from a large group of participants in a short space of time. The results thereof are easy to quantify as well as to analyze.

However, the use of questionnaires has some disadvantages. There is room for misinterpretation of questions by respondents as they code them according to their understanding. In order to reduce the effect of this setback, the researcher conducted a pilot study to test the understanding of the questions by respondents prior to the actual study. The pilot study was done at Trampers Restaurant in Beitbridge CBD where most of the cross-border transport operators eat while waiting for clearance at the border.

The questionnaires were administered to a few people to assess how they understood the questions. Adjustments in the wording and sequence of questions were then done basing on the results of the pre-test. It is also impossible to tell whether the participants were the ones who answered the questions since the researcher was not available when some completed the questionnaires (Popper, 2004). Questionnaires are also impersonal in that respondents deal with questions on a paper and not the researcher himself. They may not feel obliged to tell the truth and there is no room for probing. Although the issue of probing can be addressed by asking open ended questions, it is observed that even such questions are restrictive in that the space provided may not be enough for the participant's response.

The researcher advised the participants to be as objective as possible in answering the questionnaire and provided extra papers in the event that respondents needed to volunteer more

information than would fit in the space provided. They were also informed of the importance of their responses to the success of the study.

### **3.4.2 Interviews**

Interviews afford an in depth investigation that brings out how participants feel, think and why they do so (Minter, 2003). It was important to employ the use of interviews as the researcher intended to get views and opinions of respondents on border conflict management and at the borders both in Zimbabwe and South Africa and how it impacted on the prevention or detection of violation of human rights and security. The in-depth analysis assisted the researcher in gaining a deep understanding of issues being investigated.

During the interviews the researcher managed to get direct feedback from participants and was afforded the opportunity of reading body language to augment the verbal responses from participants. Since the interviews were personal they helped the researcher to know that the questions were answered by the intended respondents and no other people. Be that as it may the interviews were time consuming. This was as a result of the time taken to set up an agreeable interview schedule, the interview itself, and analysis of the interview data.

### **3.5 Data Collection Plan**

Data for the study was collected from the four (04) border agencies operating at Zimbabwe Beitbridge Border Post that is, ZIMRA, Port Health inspectorate, ZRP Border Control Unit and Department of Immigration. Also cross-border transport operators were represented by those from the cross-border buses, local and non-local *abomalayitsha*, cross-border trucks and clearing agents and the borderland cross-border travelers. Questionnaires and interviews were employed in the

collection of data during a period of one (01) month. This followed the approval of the research by the relevant departments' head offices.

### **3.6 Data Analysis**

Data collected from participants was analyzed in the context of the research objectives to arrive at conclusions that provided answers to the research problem. As outlined by Iman (2015), the analysis was guided by the following four elements; firstly information to describe what is the nature of border conflict management framework in Zimbabwe and its implication on human security; secondly presentation of argument or reasoning on the data in light of the research problem; thirdly establishing a finding or findings based on the data and available literature; and fourthly deriving a conclusion which is what the researcher learnt from the findings.

Qualitative data was analyzed using content analysis. According to the website [www.researchproposalforhealthprofessionals.com](http://www.researchproposalforhealthprofessionals.com) content analysis refers to,

“Procedures for categorization of verbal or behavioral data for purposes of classification, summary and tabulation.”

The analysis was at two levels as propounded by Mayring (2014). Firstly, at the basic or manifest level a descriptive account was given of what respondents said but no comments or interpretations were made. Secondly, at the higher or latent level an analysis was made to interpret the information obtained and determine implications or inferences based on the research problem.

Statistical analysis was employed to analyze quantitative data. Data coding was done with numbers being assigned to answers in order to facilitate their categorization. The coded data was then summarized using tables, figures, and graphs to help show frequencies and percentages. The discussion and interpretation of the data then followed in light of the research problem.

### **3.7 Ethical Considerations**

Ethics are a critical aspect of research which every researcher is expected to abide by (Smith, 2003). In this study the researcher respected intellectual property rights by acknowledging the work of other researchers which was referred to in the study. Criticism of past research was done in a scholarly manner with the sole objective being to determine its relevance to the current study.

Research participants were advised of their rights prior to their involvement in the study. They were informed of the purpose of the research, how they were selected, how they were to participate in the research and how the results would be disseminated and used. They were assured of anonymity and confidentiality of the information they would provide as well as its use. Participation was voluntary and after informed consent in writing had been obtained from them.

They were advised of their right to withdraw from the study at any stage without any consequences on their part. Participants were assured that there was nothing that could cause physical or psychological harm to them. No incentives were paid for taking part in this study and this was communicated to the participants prior to their consent.

### **3.8 Chapter Summary**

This Chapter outlined the methodology used in the study. The plan for the collection of data was discussed. This included the framework of instruments for data collection, selection of the sample from the population, pros and cons for the use of questionnaires and interviews as well as methods used to analyze the data. The next Chapter focuses on the presentation of data and discussion of the findings.



## **CHAPTER IV**

### **DATA PRESENTATION, ANALYSIS AND INTERPRETATION**

#### **4.1 Introduction**

The previous chapter dealt with the methodology used for the study. This chapter highlights how the methodology was employed to present, analyze and interpret the data. Tables, graphs and pie-charts were used to give a vivid description of the data. It was categorized in relation to the study objectives in order to answer the research questions. Analysis and interpretation of the data from both the questionnaires and interviews was conducted simultaneously in the context of the research problem and objectives of the study. Interaction with reviewed literature was done to ascertain how the current study relates to past research findings. The objectives of the study are re-stated hereunder;

- Examine the nature of border management framework in Zimbabwe
- Analyze the capacity of border management agencies in preventing border conflict and violation of human rights or security for border officials, cross-border borderland population and cross-border transport operators
- Outline how border management can be administered to help prevent border conflicts and violation of human rights or security as well as examine the challenges faced by the inter-state border officials, cross-border transport operators and cross-border borderland population.

## 4.2 Response Rate

A total of sixty (60) questionnaires were returned out of a total of sixty-eight (68) administered translating to a response rate of 88, 24%. Twenty-six (26) managers/supervisors were available for interviews out of a target of forty-five (45). This represents an achievement of 57, 77%.

## 4.3 Demographic characteristics of participants

Certain characteristics of the respondents relevant to the study were collected in an effort to understand the nature of the population under study. The results are tabulated overleaf.

**Table 4.1: Demographic characteristics of operative/non-managerial participants**

**n = 60**

Demographic variables	Immigration	ZIMRA	PHI	ZRP	TOTAL
Gender					
Male	12	10	1	18	42
Female	5	4	4	5	18
Experience					
0-5yrs	8	6	2	8	24
5-10yrs	3	2	3	4	12
10-15yrs	4	2	0	8	14
15yrs & above	2	4	0	3	9
Highest level of education					
High school	0	0	0	13	13
Diploma	2	0	3	5	10
Undergraduate	4	8	2	1	15
Postgraduate	9	6	0	0	15
Joint training	2	5	3	4	14

**Table 4.2: Demographic characteristics of supervisors/managers participants**

**n = 26**

Demographic variables	Immigration	ZIMRA	PHI	ZRP	TOTAL
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Gender					
Male	2	11	0	3	16
Female	0	7	2	0	9
Experience					
0-5yrs	1	3	0	0	4
5-10yrs	1	7	1	2	11
10-15yrs	0	8	0	1	9
15yrs & above	0	0	1	0	1
Highest level of education					
High school	0	0	0	1	1
Diploma	0	0	0	1	1
Undergraduate	1	0	2	1	4
Postgraduate	1	13	0	0	14
Joint training	2	9	2	3	17

### Key

ZIMRA Zimbabwe Revenue Authority

PHI Port Health Inspectorate

ZRP Zimbabwe Republic Police

#### **4.3.1 Gender**

Males and females were not equally represented in the operatives sample at forty-one (41) and nineteen (19) for each gender category. More men were found in the Department of Immigration, ZRP and ZIMRA where they constituted 25%, 30% and 16% respectively. Men were however outnumbered by women in PHI. This trend was also true for the supervisors/managers sample where 65.38% or seventeen (17) were male from ZRP, ZIMRA and Department of Immigration and zero (0) respondent from PHI being male. It is important to note that the ZRP is a purely security oriented department where it is responsible for national security.

The above finding supports the observation by O'reilly (2015) in a publication entitled '*Why women? Inclusive Security and Peaceful Societies*' in which she notes that change regarding women's participation in security remains slow despite international call for their increased participation, for instance, in the ZRP women account for 27% of the total establishment (ZRP Pay and Records Section Report, March 2016). Even in peace keeping operations the United Nations had to come up with Security Council Resolution 1325 in 2000 which stipulates that at least 20% of personnel deployed on peacekeeping operations should be women (S/RES/1325).

In an article entitled, 'Breaking the Vase or How women are becoming border guards in Central Asia and Afghanistan' the Organisation for Security and Cooperation in Europe (OSCE) Border Management Staff College (2013) explains the fewer women in border management as due to possibility of posting away from home or family, sometimes in a remote place, for example, Kazungula or Mpoengs between Zimbabwe and Botswana, as well as the long hours that border officers often work especially during festive or holiday periods. This is despite the finding that women are necessary for the conduct of searches or interviews on other women as well as victim friendly programmes for vulnerable persons especially those involved in cross border crimes such as human trafficking where the majority are women or children (Mackay, 2008).

#### **4.3.2 Length of Service at the border**

It was necessary to determine the period that participants had been working at the border as this would show whether they can be relied upon to have knowledge of the border management framework in Zimbabwe. A total of twenty-four (24) participants from the operatives had served for five years and below. This translates to 40% of the total operative participants. Out of these, eight (8) were from the ZRP and Department of Immigration with eight (8), six (6) and two (2) from PHI. Supervisors/managers who served for less than five years were from Immigration and

ZIMRA comprising of four (4) of which it translates to 6.66%. Those that served for 5-10years were twelve (12) which is 46.15%, ZIMRA having the highest number of seven(7) and supervisors/managers that have been at the border for 10 & above years ten (10), eight (8) being from ZIMRA translating to 38.46%. Thus out of the twenty-six (26) supervisors ZIMRA had eighteen (18) or 69.23% had worked at the border for five years or more years making them the department with more respondents with long service experience. This finding suggests that the ZIMRA has a higher turnover of personnel at the border than the other departments. Interviews with the managers/supervisors confirmed this.

#### **4.3.3 Level of Education**

The participants' level of education ranged from a High School certificate to Post Graduate certificate for both operatives and supervisors/managers. The undergraduate category for the operatives had the highest number with eighteen (18) translating to 30% with the Department of Immigration and ZIMRA accounting for sixteen (16) or 26.66% of these. Again these two agencies contributed all the fifteen (15) or 25% participants with Post Graduate qualifications. This means that out of the thirty-seven (37) operative participants with degrees, ZIMRA and the Department of Immigration had thirty-four (34) translating to 56.66%. It was revealed during interviews with managers from the two agencies that the minimum entry qualification was a first degree which explains the above statistics. Nyerere (1978) cited by Kassam (2000) says education is liberating and insightful, hence it was considered possible to get responses that were reasoned and carefully thought out. From the three (03) supervisors/managers, two (02) or 7.69% had a diploma certificate and they were all from the ZRP where the entry qualification is five (05) Ordinary Level passes.

## **4.4 The Nature of Border Management Framework in Zimbabwe**

### **4.4.1 Policy / legislation Framework**

Participants were asked to specify the source of the policy/ legislation framework governing their operations at the border. It was worth noting that while ZIMRA, PHI and Department of Immigration identified specific sources of legislation as the source of their policy, 78,95% of the ZRP participants cited the Immigration Act as well as the Customs and Excise Act although these two Acts do not provide the policy framework for the activities of the ZRP at border posts. Rather they contain some provisions for situations when the ZRP can assist the concerned agencies.

It was established during interviews that the lack of a clear policy outlining the role of the ZRP at border posts was a cause for conflict as other agencies see the police as intruding into their mandate. The situation is made worse by the fact that different ZRP sections such as Support Unit, Criminal Investigations Department, Police Intelligence and Duty Uniform Branch operate at the border all with separate commands. ZRP supervisors however revealed during interviews that the presence of the ZRP at border posts was a result of Section 219 of the Constitution of Zimbabwe. This section gives police the mandate to maintain internal security and peace anywhere within Zimbabwe.

It was thus found that in Zimbabwe, there is no national policy or Standard Operating Procedures (SOPs) that govern border management as each agency relies on a different piece of legislation for its operations. This finding supports Shayanowako (2013), who argues that the Ministry of Regional Integration and International Cooperation in Zimbabwe was not successful in its effort to make border management efficient due to the absence of a common policy framework detailing how the various agencies should coordinate. In addition, Shayanowako finds that because of a lack

of national policy guideline, ZIMRA has unofficially assumed the role of leading border agency which has the potential for conflict amongst the agencies.

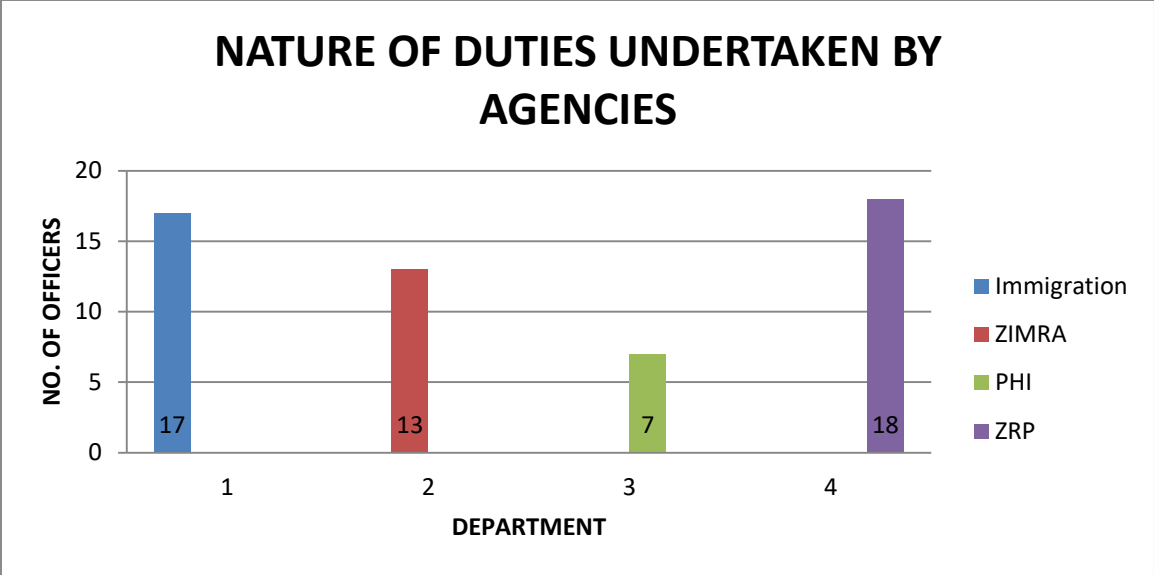
#### **4.4.2 Awareness of individual roles by agencies and definition of the role**

It was important to find out whether the border agencies were aware of their role at the border and if so what this role was. All the participants across the agencies were able to identify and define their role at the border. The roles cited were in line with the provisions of the respective Acts of Parliament that govern the activities of the each agency. The roles include collection of revenue by ZIMRA, control of the movement of people by the Department of Immigration, health security of traveler, the nation and food monitoring and safety at large by PHI and assistance to all the other agencies by ZRP. It was also found that the agencies were not only aware of their roles alone but those of other departments as well. This should be a basis for effective border management as stated by the International Centre for Migration Policy Development (2009), that for border management to be efficient and effective, all the stakeholders must be aware of each other's role.

#### **4.4.3 Nature of Duties**

Policy framework also determines the nature of duties that each of the agencies perform at the border. Figure 4.1 summarizes the main duties undertaken by the agencies at the border posts as given by the respondents.

**n= 88**



**Figure 4.1: Nature of Duties undertaken by the agencies at the border**

Participants stated their duties in line with the policy governing their role. Seventeen (17) respondents translating to 85% from the Department of Immigration stated their duties as clearance of travellers through checking passports and visas while thirteen (13) comprising 86.67% from ZIMRA cited their main duties as revenue collection through enforcement of import and export controls. Seven (07) out of seven (07) or 100% from PHI indicated their duty as the prevention of the entrance of infectious diseases into the country as well as exit, coordination of emergency, preparedness and response programs, food monitoring and safety control and hazardous substance control while eighteen (18) police officers translating to 94.74% stated that their duties were to prevent/detect crime. All respondents further agreed that they had a duty to safeguard human security.

From the responses, it is evident that the agencies are mainly concerned about their specific role with cross border human security not featuring prominently, except on the ZRP, PHI and immigration side. It is true that while enforcing import and export controls ZIMRA will also be preventing corruption. However, it is the emphasis on revenue collection that waters down the

human security objective. For instance, it was stated by one supervisor that if an individual is arrested for smuggling goods, ZIMRA is content with the accused person paying duty for the goods and in extreme cases coupled with a seizure, whereas the police would proceed to charge and prosecute the wrong doer after recovery of the goods. This shows a contradiction in procedures which is also in contrast to a finding by Okumu (2014:15) that effective border management should be a joint undertaking by government departments and follows from a “...common understanding of border insecurities [cross border crimes] and approaches to address them”.

#### **4.4.3 Cooperation, coordination and conflict amongst agencies**

Participants were asked to state whether the agencies at the border cooperated and conflicted with each other and if so in which areas. Despite all the respondents indicating that they cooperated with each other in such areas as information exchange, enforcement and investigations, interviews with managers/supervisors revealed that there were instances when cooperation was not forthcoming or required information would be received late resulting in conflict. This led to one manager stating that,

“Border management in Zimbabwe is fragmented in that it lacks coordination among the entities which should ensure that the border is well managed. There is a tendency by each entity to create its own enclave and deny other entities vital information which makes it easy [sic] for managing our borders.”

The main excuse cited was bureaucracy where an agency with information relevant to other agencies would advise them to seek authority from its Head Office which is normally in Harare to release the information. This shows lack of trust between some agencies which results in them not sharing relevant information which could have been utilized in human security detection. This reluctance to share information or intelligence has also been witnessed even at the country level

where neighbouring States fail to exchange vital information because information is power. Another manager reiterated that the reluctance to exchange information is sometimes caused by the realization that some agents abuse the information for their own personal purposes. This casts serious doubts on the integrity of some of the agencies' employees, twenty (20) operational and two (2) supervisors stated that they had been involved in conflict with other agencies translating to 33.33% and 7.69% respectively.

The result is a disintegrated border management system. Addo (2006) found that lack of cooperation and contrasting procedures lead to weak borders which in turn attracts criminal networks. This therefore becomes a threat to human security detection of cross border travelers and border officials which would otherwise have been possible with a more coordinated arrangement.

Another area of cooperation stated by interviewees was stakeholder meetings. These are held monthly and attended by all interstate border agencies at Beitbridge and security oriented agencies. The stakeholder meetings are in addition to the Joint Operations Command (JOC) meetings held every two weeks at Beitbridge. It was however noted that the meetings were not regularly conducted, especially with South Africa or very junior officers were seconded to these meetings.

The situation obtaining in Zimbabwe is contrary to available findings on border management which point to the centrality of procedures in inter-agency cooperation if cross border conflicts are to be prevented (International Centre for Migration Policy Development, 2009). The Centre argues that countries should have manuals that define each agency's task, clarifies roles as well as joint working procedures if border management is to be effective. This was supported by one interviewee, who said,

“Border management is not the preserve of one institution but an interactive system by all stakeholders to offer a seamless security system and service to clients.”

While this finding is true, Aniszewski (2009) notes that for effective inter-agency/ bi-lateral cooperation to be achieved, political will is required.

Interviewed participants thought that currently there was no strong political will to have a coordinated border management framework as evidenced by the lack of a single authority to coordinate all the border agencies. Aniszewski (2009:11) further asserts that inter-agency / bi-lateral cooperation should enable

“... comparison of specific requirements between agencies to ensure compatibility in objectives, areas for collaboration and overlap or redundancy.”

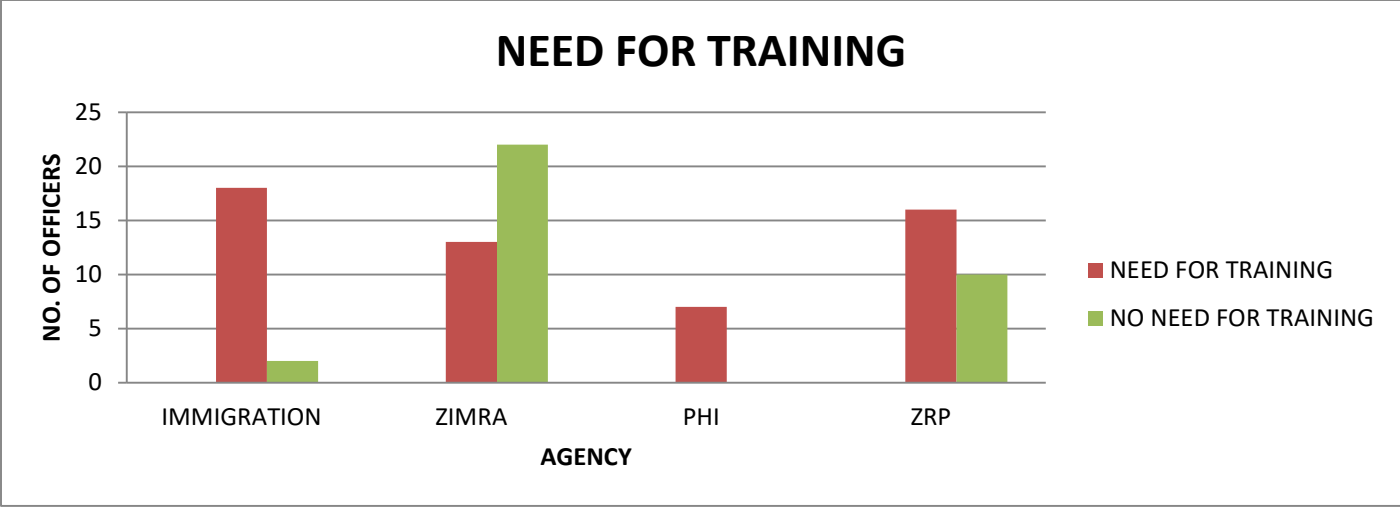
This demonstrates the advantages that can be realized through cooperation of the agencies.

#### **4.4 Capacity of Border Management agencies safeguard human security and detect cross border conflicts**

##### **4.4.1 The need for training**

Participants were asked whether their job required training and if so, if they had received the requisite training. Figure 4.2 depicts the responses.

**n=88**



**Figure 4.2: The need for training and whether training was received**

From the Department of Immigration a majority of eighteen (18) representing 94.74% indicated that their job requires training and they had all been trained. Thirteen (13) participants from ZIMRA translating to 86,67% also highlighted the need for training which they had all received while all seven (07) participants from PHI agreed that they required training and had been trained. The duration of the trainings ranged from one month to four years.

It was however noted during interviews that one of the critical courses for the Department of Immigration and ZRP was Passenger Profiling. This course was last held at Harare International Airport in 2009 meaning twenty-six (26) participants translating to 41.94% with five years’ service or under had not received it.

Sixteen (16) participants from the ZRP comprising 88.88% indicated that their duties required training in various aspects but they had only received basic training for a period of one week after joining the Border Control Unit. Further probing from their supervisors during interviews revealed that they had recently been transferred to the Border Control Unit and only received basic induction training. They were yet to undergo some specialized courses relevant to border control. This

finding confirmed a finding on length of service at the border under the first objective of this study where the police had more members under five year service. Addo (2006:18) notes that in Southern Africa, effective cross border conflict prevention is complicated by,

“... inadequate or insufficient training of officials...”

The status of training in Zimbabwe’s border agencies contradicts SADC Guidelines for Coordinated Border Management (2011:74) which stipulate that due to the specialized nature of border management tasks, training should be regularly conducted to upgrade the skills of employees, both new and established, for effective performance. Likewise, the African Union (2012:22), in its Border Program emphasizes the need for training and says,

Whether we adjust policies and regulations, strengthen institutions, or modify working procedures and coordination mechanisms, these will not take hold on the ground unless the key human aspects are already in place. Therefore, border management in Africa will only be qualitatively transformed to the required standards when relevant agencies are staffed with people with the requisite skills, knowledge, qualifications, value systems and attitudes.

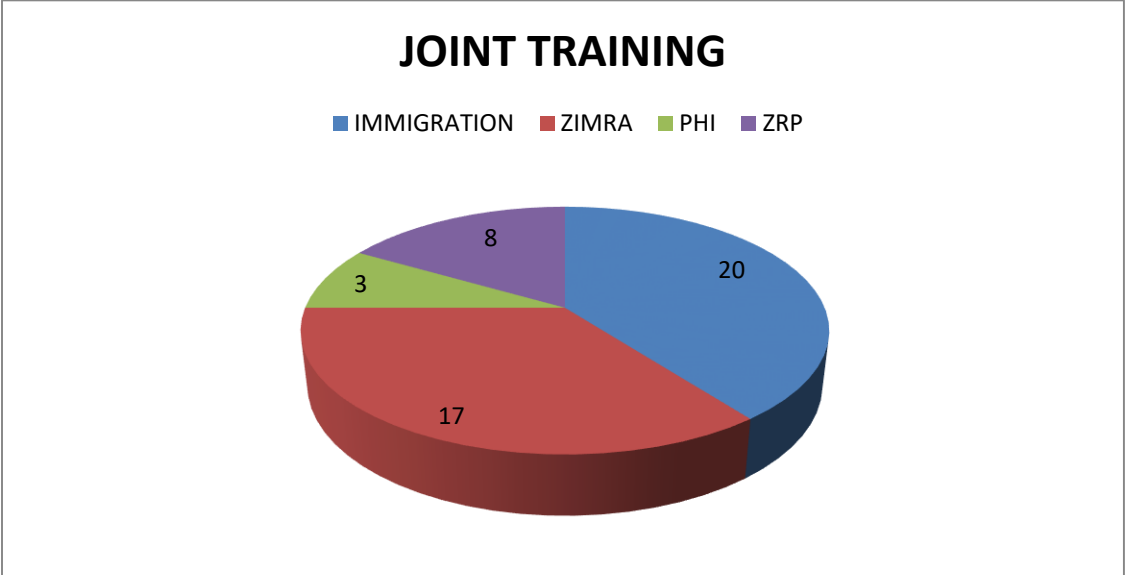
Thus it has been found that although training takes place within the border agencies, more still needs to be done in this regard. Focused training on identified needs helps to inculcate skills and knowledge necessary to facilitate effective responses to cross border threats.

#### **4.4.3 Joint/ bi-lateral Training**

Closely related to the need for training is the issue of joint training where agencies employees are trained together. Participants were required to indicate whether they had received any joint/bi-

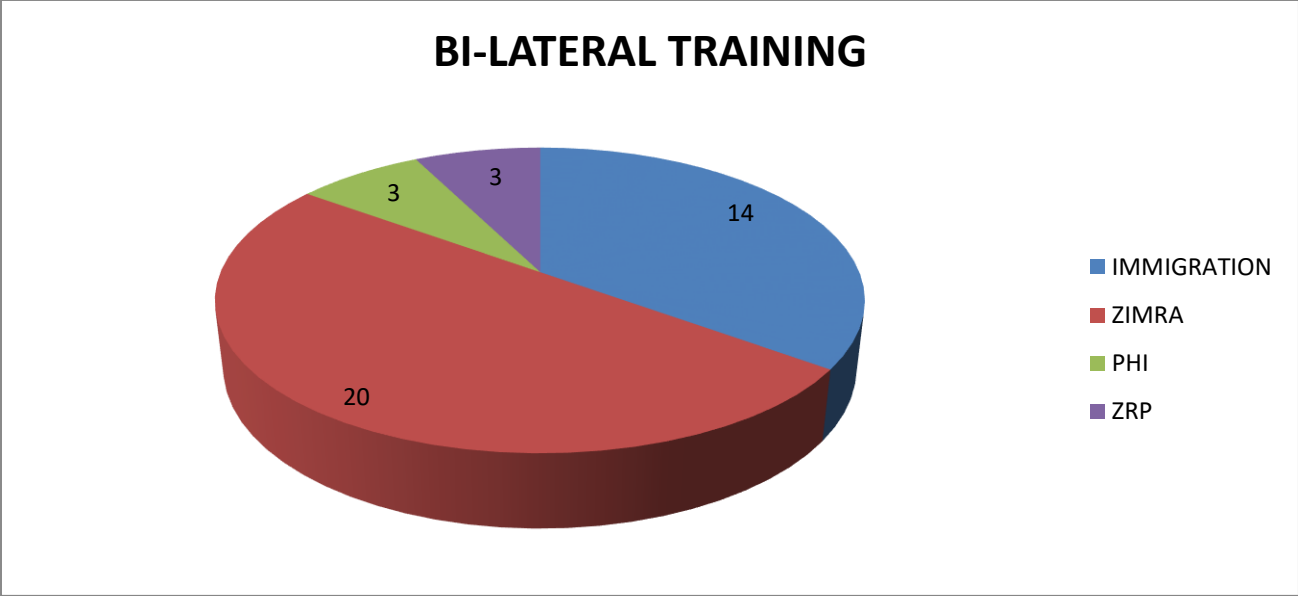
lateral training with personnel from other agencies at the borders. Figure 4.3 below shows the responses

n=88



**Figure 4.3: Employees who have never received Joint Training**

From the total eighty-eight (88) operative participants, forty-eight (48) representing 54.55% stated that they had never been jointly trained together with personnel from other agencies. Their distribution was as follows; Department of Immigration (20); ZIMRA (17); PHI (3); and ZRP (8).



**Figure 4.3: employees who have received joint/bi-lateral trainings**

From the total of eight-eight (88) operative participants, forty (40) representing 45.45% stated that they had been jointly trained together with personnel from other agencies as well as bi-laterally. Their distribution was as follows; Department of immigration (14); ZIMRA (20); PHI (3); and ZRP (3).

The lack of regular joint training programmes for the agencies is a limitation to the effectiveness of the agencies in preventing/detecting cross border and human security conflicts. According to the SADC Guidelines for Coordinated Border Management (2011), joint training should be encouraged as it fosters qualitative communication and information sharing amongst stakeholders/agencies thereby forming lasting bonds. It also helps cross fertilization of ideas as personnel with different skills and experiences meet and discuss.

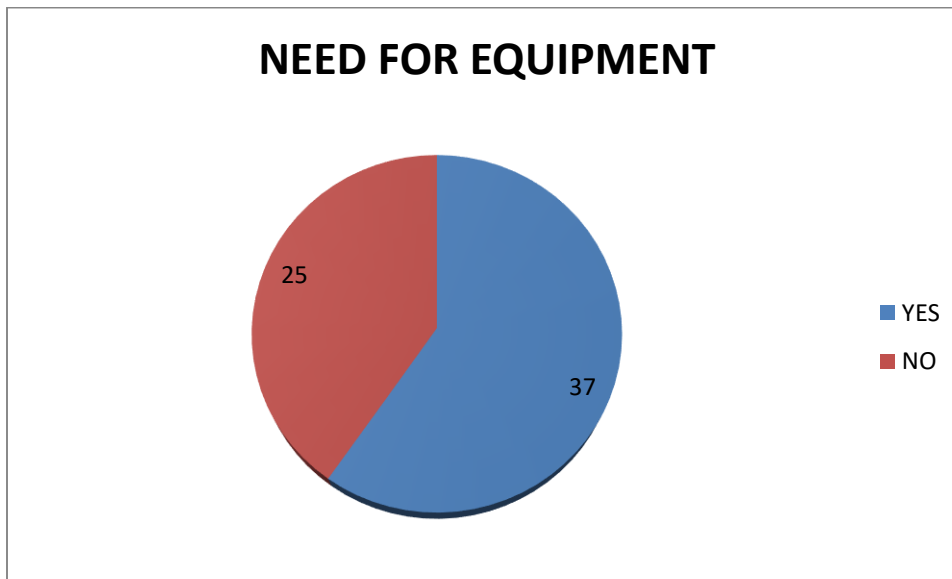
The issue of joint training requires partnerships with established organizations such as the International Organisation for Migration as well as United Nations departments that are involved

in trans-national organised crime such as the United Nations Office on Drugs and Crime (UNODC).

#### 4.4.4 Availability of Infrastructure and Equipment

Infrastructure and equipment are necessary in building capacity to manage borders. Participants were asked to state whether their job required the use of machinery, if so, its availability and effectiveness. Figure 4.4 shows the results.

n=88



**Figure 4.4: Need for Equipment**

Thirty-seven (37) participants representing 60% from all the agencies indicated that their duties require the use of machinery and some of the machinery is available. The equipment includes x-ray operating machines and scanners for both goods and passports and CCTV. Further analysis showed that from the twenty-five (25) who did not use any equipment during their work, sixteen (16) were from the ZRP. This was despite interviews revealing that the ZRP, PHI and Immigration are required to have mobile equipment for use away from duty stations. This equipment includes

hand-held Ultra Violet Light (UVL) for checking travelling documents like passports, Ultra Violet Light Thermometers (UVLT) for fever detection on travelers as well as metal detectors. In addition, it was also established that surveillance equipment such as Closed Circuit Television (CCTV), thermal scanners for traveler screening and smoke detectors were not in place at the border station which were the subject of the study.

While fixed passport scanners are available in the Department of Immigration workplaces, it was revealed that there were times when, due to increased human traffic especially during festive season, Immigration Officers would check passports outside their cubicles thereby relying on visual scrutiny. Chances are that some imposters sneak through without detection. It was also noted that the availability of serviceable equipment is necessary for the efficient performance of duty by personnel. For instance, it was established that without a passport scanner or UVL it is not possible to detect a forged passport, yet many smugglers and traffickers rely on forged documents to disguise their true identity thereby evading detection.

The lack of equipment and operational resources by the agencies in outfield stations was also cited as a limitation in the prevention and detection of cross border crime and conflicts. For instance, in an effort to control the border line, a number of bases were established along the Limpopo River which is the border between South Africa and Zimbabwe. These are manned by the ZRP and the Zimbabwe Defense Force (ZDF). Ideally the bases should have all stakeholders represented but the Department of Immigration, PHI and ZIMRA cited shortage of manpower. The ZRP and the ZDF have no vehicles to patrol the border which is characterized by rough terrain resulting in them patrolling only as far as they can go on foot.

All the above factors combine to reduced capacity by the country's border agencies to prevent or detect cross border conflict and crimes. This is supported by the African Union in its Strategy for Enhancing Border Management in Africa (2012:39) where it notes that, in order to foster effective border management and prevent cross border conflict and crimes, countries should,

“Provide adequate and sufficient facilities and equipment to enable the operational staff to efficiently perform their duties.”

This shows how critical equipment is in advancing effective border security.

#### **4.4.5 Effectiveness of Equipment**

In an endeavor to determine the effectiveness of the equipment, participants were asked to comment on the efficiency of the available equipment. Forty-eight (48) out of eighty-eight (88) respondents from Department of Immigration, ZIMRA, ZRP and PHI translating to 54.54% contended that the equipment was not effective. They cited constant break downs, slow processing speed, and that some of the equipment was out dated. It was also revealed that there was no interface between the information systems of the agencies resulting in most reports being done manually. For example, if an officer wanted to notify a health emergency or security emergency the report has to be physically delivered.

The system can also not assist the police to check how often a particular person crosses the border. For example, at Beitbridge Border Post, this information is obtained from the South African Immigration who has an advanced Passenger Record System. It was also established that efforts to link the agencies using the Automated System for Customs Data (ASYCUDA) were once done but collapsed due to internet failure. The Hungary Ministry of Interior in its Prague Process Action Plan (2015) asserts that appropriate equipment and infrastructure in border control is as critical as

trained and motivated personnel and strong legal instruments. Thus personnel need to be backed by serviceable and up to date equipment for efficiency and effectiveness.

## **4.6 Strategies to improve border conflict management between Zimbabwe and South Africa**

### **4.6.1 The effectiveness of the current border management framework.**

Participants were asked whether the border management framework obtaining in Zimbabwe is adequate to address cross border conflicts.

The responses are tabulated below.

**Table 4.3: Effectiveness of current border management framework to address cross border conflicts** n = 60

<b>AGENCY</b>	<b>ADEQUATE</b>	<b>NOT ADEQUATE</b>	<b>ADEQUATE TO SOME EXTENT</b>	<b>REASON CITED FOR NOT ADEQUATE</b>
IMMIGRATION	13	13	0	Porous border lines
ZIMRA	9	17	0	Lack of infrastructure
PHI	1	6	0	Lack of equipment & resources
ZRP	17	12	0	Lack of equipment & resources

It was shown that the majority of respondents, thirty-four (36), which translates to 55%, felt that the current border management framework does not adequately prevent or detect cross border conflicts. The reasons cited were a porous border line, lack of equipment and infrastructure, lack of cooperation as well as resources, both human and material.

### **4.6.2 How to improve border management so as to prevent/detect cross border conflicts**

Having determined the current border management framework in Zimbabwe and its implication on cross border conflicts as well as the capacity of the border agencies to deal with cross border

conflicts, respondents were finally asked to suggest ways in which the framework could be improved. Figure 4.6 depicts the suggestions given by participants.

### **4.6.3 Training**

Twenty-five (25) participants representing 41.67% cited lack of training as one of the limitations for border agencies to deal with cross border conflict. ZRP had the highest number of participants in this category totaling ten (10), a finding that corresponds with the lack of training already identified under the first objective of this study. In its Border Management Strategy (2012:20), the African Union states that capacity building through training is important for border management as,

“Firstly, it is instrumental to the improvement in institutional as well as individual performance, because it directly equips border management agencies with relevant capabilities and their personnel with proper skills, knowledge and attitude required to do their tasks well.”

The training should be in the framework of cooperation and coordination amongst the different agencies so as not to have an effect of competition. This can be achieved through joint training modules, common seminars as well as joint training of trainers from across the agencies regulated by Memoranda of Understanding between agencies (International Centre for Migration Policy Development, 2009).

Training saves to equip border agencies with relevant skills and knowledge necessary to competently conduct their duties. The United Nations Office on Drugs and Crime [UNODC] (2016) in a document entitled ‘Building Officers Capacities Essential to Preventing Trafficking at Borders’, notes that with the increased movement of people across borders due to integration of

economic communities, such as the Southern African Development Community (SADC) and Common Market for Eastern and Southern Africa (COMESA); there is need for specialized training for border officials so as to be able to detect cross border conflicts. According to UNODC (2016), the training should include,

“... practical exercises and simulation to reinforce new skills ... ability to detect fraudulent travel documents, conduct surveillance, interviews, data collection and processing and training on specialized equipment and expert techniques.”

Thus the lack of training cited by the participants is a serious impediment to the capacity of border management agencies in the professional discharge of their duties at the border.

#### **4.6.7 Provision of Equipment and Infrastructure**

Nineteen (19) out of sixty (60) participants representing 31,66% felt that equipment and infrastructure has to be provided and regularly upgraded to aid in the detection and prevention of cross border conflicts. For instance, it was found that currently there is no Inter-Agency Migration Information System (IAMIS) which can be used by agencies to create a centralized database for ease of management of travelers. The need for equipment and infrastructure is supported by the International Organisation for Migration (2012) which notes that the provision of equipment for communication, vehicles and office furniture as well as accommodation is critical for border agencies to fulfill their role.

#### **4.6.8 Fostering Cooperation and Coordination amongst agencies**

Thirteen (13) participants representing 21.66% alluded to the need for improved cooperation and coordination if border agencies are to suppress cross border conflicts. Erzen, Adeline and Goncharova (2016) note that effective control of movement of people and border security can be

achieved with the help of all agencies at the border. To this end, cooperation should result in standardization of procedures as well as consolidation of functions to avoid repetition of procedures by different agencies. For instance, interviews revealed that due to lack of coordination and cooperation, ZIMRA is failing to effectively carry out its enforcement and compliance role due to lack of manpower even though they may have motor vehicles. This has resulted in goods in transit across the country as well as imports into bonded warehouses not being monitored. Cooperation with the SAPS/ZRP Border Control Unit in this regard could result in joint teams comprising police officers and a few SARS/ZIMRA officials for the enforcement exercise.

Participants also cited the need for a common Border Management Authority so as to bring standardization and avoid conflicting directives being given by different departments. To this end, the formulation of Standard Operating Procedures (SOPs) which guide all agencies in their day to day operations is an unavoidable requirement (IOM, 2013). The SOPs form part of the policy framework that gives direction regarding the activities of border agencies. They help categorize all the tasks to be undertaken and the procedures for implementation, assign responsibilities as well as spell out areas of cooperation and coordination of agencies. In order for the SOPs to have an impact within the agencies, they need to be provided for under an Act of Parliament which also establishes the Border Management Authority.

#### **4.6.9 Increased Remuneration**

Three (03) participants out of sixty (60) representing 5% cited low wages as a cause for poor border management which compromises the agencies' role to combat cross border conflict. The low wages create a condition that could lead to the corruption of border officials. Participants suggested that the wages have to be increased in order to curb corruption of border officials by travelers.

McLinden et al (2014) found that low wages were a threat to effective border management during a study of Thailand's Customs Agency as they made officials more susceptible to corruption.

#### **4.6.9.1 Management of Corruption**

Despite the fact that research participants only talked about corruption in an indirect manner, that is, low wages, interviews revealed that it has an impact on the capacity of border agencies to deal with human security. Some managers/supervisors actually questioned the integrity of some agencies' officials. An example was given where ZIMRA officials agree to clear goods as being in transit to other countries yet the goods will be for consumption in Zimbabwe. The importer who is either a truck driver or clearing agent in this case avoids paying duty and instead pays a bribe to ZIMRA officials another example that was given was that of SAPS or DHA in South Africa receiving bribes known as *Zorabutter/Bhoramberi* from travelers so they can cross the border easily with no hustles or have their passports stamped faster when there are long queues and congestion at the border. It is not only ZIMRA officials who are prone to corruption as Wickberg (2013) points out that all border agencies, ranging from the security agencies to customs officials and cross-border transport operators, have the potential to be involved in corruption due to the opportunities that their work provide as they deal with travelers or transportation of goods all the time.

Corruption at ports or borders has been found to manifest in such acts as duty evasion as well as under-valuation of goods in order to pay lesser duty. This is done with full knowledge of customs or other border officials who in turn receive a bribe. It was established that at times port officials abuse their discretionary powers, for instance, by declaring a lesser charge amount of goods one has bought so that duty is reduced or claim rebate. In other instances, port officials are paid for routine procedures which they should not be paid for and these monies are not given to border

officials directly but to local borderland people known as *isikhwama/chikwama* a bag. so even if there is suspicion of corruption the anti-corruption personnel won't have evidence as the officers will be found their pockets empty.

Wickberg (2013) notes that:

“... corruption has a detrimental impact on ... revenue collection as well as [control of] organised crime and security.”

This means that through corruption of border official's crimes such as human trafficking, drug trafficking, and smuggling can be committed as there is a possibility that officials can receive bribes to ignore the criminals. Thus any border management initiative to curb human security would not be effective without a corruption management strategy.

Zarnowiecki, Durrani and Hussain (2010) while developing a Governance Analysis Toolkit for Customs and Border Management found that the development of institutions to address opportunities for corruption as well as an incentive scheme can help in corruption management. Institutional development should encompass improvement of governance within and amongst agencies. The authors recommend that the identification of risk and vulnerability be the starting point in corruption management. Thereafter governance systems should be analyzed and this involves policies, procedures as well as human resources capacity. Remedial action should then be instituted with a well-defined monitoring and evaluation system.

## 4.7 Human security challenges on cross-border transport operators and borderland population

### 4.7.1 Response rate

A total of eighty-six (86) out of a target of one hundred (100) of cross-border transport operators agreed to be interviewed translating to 86%, thirty (30) out of thirty-five (35) borderland population and this represents 85.71% and four (4) out of five (5) borderland population public office bearers were also available for interviews making it 80%.

### 4.7.2 Demographic characteristics of participants

Certain characteristics of the participants relevant to the study were collected in an effort to understand the nature of the population under study. The results are tabulated overleaf.

**Table 4.4 Demographic characteristics cross-border transport operators**

Demographic variables	T D	C A	BD	CB (omalume)	CB (local)	BC (Amazalawi)	Total
Gender							
Male	19	20	17	10	12	2	80
Female	2	4	0	0	4	10	20
Operating experience							
0-5yrs	5	3	0	0	1	6	15
5-10yrs	7	7	8	3	8	6	39
10-15yrs	3	8	3	5	7	0	26
15-20yrs	6	6	6	2	0	0	20
Abuse							
Abused by amagumaguma	2	0	5	0	0	1	8
Abused by Clearing agents	5	2	0	0	0	0	7
Abused by ZW officers	12	5	3	8	7	2	37
Abused by SA officers	15	7	10	6	10	7	55
Reported incidents	2	0	1	0	0	0	3

KEY

TD - Truck driver

CA- Clearing Agent

BD- Bus driver

CB- Cross-border

BC- Bag carrier

### **4.7.3 Gender**

The research found that men were more represented from the cross-border transport operators than women but on the borderland populace it was more women than men that were crossing the border on a day today basis.

### **4.7.4 Abuse**

The majority of cross-border transport operators and borderland populace revealed in the interviews that they were abused by border officials as well as touts known as *amagumaguma/impisi*. Two (2) truck drivers have fallen into the cunning hands of amagumaguma claiming to be clearing agents who will assist them in clearing and declaring their goods swindling them of money. However some when asked about the assisted border crossing they replied that not only were the *impisi* the perpetrators but also border officials and clearing agents that conned or swindled them of money in the name of assistance. They claimed that these perpetrators will be freelancing and not on official duty. This claim of assisted border crossing is also supported by Andersson (2014) who says cross-border transport operators are compelled to use assisted border crossing because they offer easy and fast crossing unlike waiting for more than twelve hours in the harsh weather condition of Beitbridge to be cleared by the customs officials. Some truck drivers raised concerns that some of the goods they will be transporting are taken by the officers for samples to be verified at the head office laboratories if the goods were good for consumption, but they have never received any feedback.

#### **4.7.5 Verbal abuse**

Some transport operators and borderland people claimed to have been verbally abused by the border officers especially on the South African side. To some being called Robert Mugabe or Mnangagwa's grandchildren (*vazukuru vaMugabe or Mnangwagwa*) or "you shona!" may not be an insult but some took offence hence they felt that they were being verbally abused because some transport operators especially bus and truck drivers are not even shonas or Zimbabweans. And when they pointed out that they are not "*vazukuru vaMugabe or Shonas*" the officers will hail insults at them and refuse to serve them until everyone in the queue has been served or when it's time for the next shift. When the transport operators were asked if what the SA border officials were doing to them was diplomatic, they all said South African officials were incapable of diplomacy and did not know the meaning of it.

#### **4.7.6 Financial abuse**

During peak seasons like South African public holidays and any other public holiday all participants from transport operators and borderland populace claimed that travelling to SA or coming back during that time was strenuous for them as they will be in queues for more than 12hours waiting to have their passports stamped by the DHA officials and these officers will be on go slow operation and if you are in a hurry you end up paying around R200 *zorabutter* to have your passport stamped or for the local people they pay ranging from R20 to R100 *bhoramberi* so that they can cross without having their passport stamped. Not only parting with money paying for service that should be given for free some local women claimed that if they don't have cash they end up using erotic capital towards the male officers so they can cross the border. For transport operators they claimed that they pay the officers in the form of Cerevita Zimbabwean cereals, *pfuko maheu* or *Chibataimhunu* so that their papers and passports are processed faster. To some it

has become the norm and they no longer view it as abuse though some still feel this form of exchange is financial abuse or corruption.

#### **4.7.7 Physical abuse**

A majority of participants from the borderland populace said they were physically abused by the SA officials through beatings with a sjambok by the SAPS when there are long queues. One lady participants said she approached the SA border official for assistance as she was not feeling well and had an appointment with a doctor at a private health center for chemotherapy in musina and she was late for that appointment but the officer told her to go back in the queue like everyone else and was quoted saying

*“if you are sick and want preferential treatment go to the airport here you queue like everyone else. Everyone in this queue is sick and I don’t care if you have the documents to prove that you are sick”*,

The lady was shoved to the side where she collapsed and convulsed in an epileptic attack but was ignored by the officers saying she was faking. When asked to comment about the incident and the officer’s behavior the lady respondent said some officials are just plain ignorant and they don’t know about human rights and what their constitution and policy says about foreigners. A few lady participants supported this claim especially the pregnant women who when they asked for assistance from the border officials they were told the port is not a hospital. Although the international public health Act prohibits women who are in the advanced stage of pregnancy to travel to another country very few people know about this Act hence they travel but the way they are told by the officials not to travel is unprofessional and ends up being an abuse.

The researcher also interviewed a local borderland person who is an authority (traditional chief) on the views of border conflicts and violation of human rights and security and he had a lot to say especially about the soldiers who are no respecter of borderland people. He claimed that he was physically abused by the Zimbabwean soldiers who did not believe that he was actual a traditional chief. He went on to say the role of the soldiers at the borders

“...was to make sure that they safeguarded the security of the nation and protected the civilians from harm but what they did to me was completely the opposite”.

This is further supported by a NewsDay journalist on the 14<sup>th</sup> of January 2019 who reported that

“ZNA members were deployed to restore order at the Beitbridge Border Post but have of late been accused of abusing travelers and interfering with Customs Excise Act, Immigration and other border official roles”

#### **4.7.8 Emotional and mental abuse**

Every human being has a right to freedom of movement and residence within the borders of each state and has a right to leave any country including his own and to return to his country, (UDHR, article 13 of 1948) but this right is violated by some border officials especially the South Africans towards other nationalities. A few participants during the interviews highlighted that SA border officials for an example the SAPS emotionally and mentally abuse them by threatening to tear up their passports for a minor misunderstanding. If someone’s passport is torn or cancelled it means that they can no longer cross the border as they will be document less. In Zimbabwe obtaining a passport is very expensive and most of the borderland populace uses them as their source of livelihood by crossing to the border town Musina to buy goods for resale and once their passports are torn up or cancelled it means that their business has closed shop. One participant highlighted

that he had a misunderstanding with a South African police officer at the entrance gate who couldn't see the immigration entrance stamp and was about to tear his passport up when he asked him if he was going to give him a new one and was he authorized to do that in the first place because as far as he was concerned only the issuer of the passport or department of immigration with valid reason was authorized to do that and that's when he was given back his passport. This shows that border officials abuse travelers due to ignorance and abuse of office and power.

#### **4.7.9 Sexual abuse**

However some participants actually highlighted that instead of being the victims at the border vicinity they were actually the perpetrators. When asked to explain what they meant by that a few clearing agents and local cross-border *malayitshas* said they identified beautiful young women officials and seduced them with a cushioned lifestyle as they are very much aware that their salaries are not enough to sustain their lives. When probed further a few male agents and drivers said they get into romantic relationships with these women officers so that they can grant them officer discretionary favors. One clearing agent mentioned a sexual harassment case that was reported by a female clearing agent on the 7<sup>th</sup> of January 2017 claiming to have been sexually assaulted by a ZIMRA officer and was published on the NewsDay newspaper on the 10<sup>th</sup> of June 2017. Although the ZIMRA was sentenced to 15 years in prison, according to the locals it was actually the female clearing agent who when she found out that the ZIMRA officer could not offer her officer discretion whenever she wanted she then cried wolf and claimed to have been raped. Another *malayitsha* stated that when the officers did not do as they wish they hail verbal insults towards that officer. This verbal abuse of officers was also witnessed and observed by the researcher when a security guard was insulted in all manner of verbal foul language for whistleblowing a local

*malayitsha* for smuggling to the ZIMRA officer. When searched it was indeed found that he had smuggled goods and was asked to pay duty for those goods.

When asked if both cross-border transport operators and the borderland populace had ever been in personal conflict with Zimbabwean border officials a few came forward saying they have ever been in conflict and most blamed their challenges on the ineffectiveness of technology system especially the ASCYUDA.

#### **4.7.9.1 Reported incidents**

During the interviews the researcher asked the participants if they had ever reported these incidents of abuse some said they had reported to the responsible authorities but no action was taken. For an example one lady said she was sexually and verbally assaulted and had her passport forcefully taken away from her by a member of the ZNA. When she informed the soldier that what he had done and said to her was very offensive and she was going to report the case. Instead of the soldier apologizing he actually told her to go ahead and open a case against him but nothing will be done to him as he had more powers and authority than any border official. The lady reported the matter to the police but was told “*masoja ndiwo mashefu I can't help you*” meaning “*the soldiers are the bosses I can't help you*”. She then took the matter to the immigration officers who also told her the same thing but was later advised by a junior officer to report the matter to the 4<sup>th</sup> brigade military police captain. It was then that she was assisted and the soldier in question was militarily disciplined. Instead of being security enforcers and protectors the soldiers have become terrorists towards the civilians.

#### **4.8 Abuse outside the border vicinity**

Furthermore the borderland populace raised concerns about being violated not only at the border vicinity its self but in the border town, with some giving an example of recent activities or events

that happened at the border town. The respondents had different versions of the events some saying it was now a crime to be found with goods that are suspected to have been smuggled by the anti-smuggling unit even though you would have bought these goods from the local wholesalers like NRichards and N and R in abundance over a period of time and have decided to send the goods to their homelands using the Zimbabwe local transport operators, the anti- smuggling unit would seize and confiscate the goods and ask you to pay duty in US dollars or detain the bus or commuter omnibus even though that particular vehicle is not a cross-border just because the goods are similar to the South African goods and have no receipt of payment from the local wholesale “*but who keeps receipts anyway?*” asked another participant. A lot of local women claimed that they are in grocery clubs of twelve people (*mikando*) whereby every week or month they contribute money towards the club and buy groceries from the wholesales and at the end of the year or towards the end of the year they share equally among themselves so they can send to their homelands to alleviate the economic constraints faced by many in Zimbabwe.

Another concern or cause of conflict at the border was raised by some locals was that passports are now a rare commodity. It’s hard to obtain a new passport once the old one has been finished. Some locals in the interview said the reason they resort to *bhoramberi* was that they were trying to preserve their passports from getting finished before the expiry date. And the reason why they get finished in less than two years of being issued out was that the DHA officials like to stamp their passports sparsely and when you request that they stamp sparingly on the passports, you are hailed with verbal insults and asked

*“are you now teaching me how to do my job? I will stamp where I want”.*

When asked why they do that one respondent said from his personal observation most of the DHA officials do not have passports and they don’t know it’s value and they are jealous of passport

holders especially the Zimbabweans because regardless of the economic dire, everything that a Zimbabwean has from the mobile phone, car, property and house is 100% his unlike them its bought on credit hence the cross- border conflict and violation of human rights and security at the border to demoralize the Zimbabwean. Some participants asked why the border-passes for local people was suspended in Beitbridge while in other border towns the residents enjoyed that privilege of crossing to the neighboring country using border-passes of which this was responded to by a few senior locals who argued that Beitbridge residents have become corrupt and are involved in organized crime syndicates. An example was given of the physically challenged people smuggling drugs and cigarettes and also human and child trafficking in the name of being assisted to cross the border.

#### **4.9 Summary**

This chapter presented data obtained from questionnaires and interviews administered and conducted to research participants. Interviews conducted with supervisors/managers were also merged with questionnaire responses during analysis to enable better understanding of the responses. The data presentation and analysis was guided by the study objectives enunciated at the beginning of the study. Thus the analysis and interpretation sought to answer the research questions posed in Chapter One. The next chapter brings the study to its finality as conclusions are made and recommendations put forward.

## **CHAPTER V**

### **SUMMARY, CONCLUSIONS AND RECOMMENDATIONS**

#### **5.1 Introduction**

In this concluding chapter the study is summarised, conclusions arrived at and recommendations made. The conclusions derive from the findings of the study categorized by the study objectives. Specific recommendations are made based on the overall research problem which initially motivated the study.

#### **5.2 Summary**

The study sought to examine the border management framework currently obtaining in Zimbabwe and its implication on the prevention of conflicts and detection of violation of human security or rights such as corruption and abuse. It was guided by the following objectives; firstly, to determine the nature of the border management framework; secondly, to analyze the capacity of the border management agencies in preventing or detecting cross border conflicts, violation of human rights or security, the challenges faced by interstate border officials, cross-border transport operators, cross-border borderland population and lastly, to recommend strategies in border management that could help prevent or detect cross border conflicts and the challenges faced. The study was divided into five chapters.

The first Chapter introduced the research by outlining the problem under study through an exploration of its background. Its significance to the body of knowledge, the researcher, and the Government of Zimbabwe was outlined. The study was restricted to Beitbridge Border Post with four agencies being studied these being; ZIMRA, Department of Immigration, PHI and ZRP Border Control Unit and cross-border transport operators and the borderland populace .

In the second Chapter literature relevant to the study was reviewed. This was meant to give a context to the study as well as highlighting its relationship with previous studies. Two theories namely; the Integrated Border Management (IBM) theory and human security theory were discussed due to their relevance to the study. Both IBM and human security were found to be the most suitable theories and hence underpinned the study.

Both the qualitative and quantitative methodologies were employed to gather data for the study. Questionnaires were used to obtain data from staff of the four (04) agencies under study. Since questionnaires have their own short comings, they were complemented by in-depth interviews which targeted managers/supervisors from the said agencies and cross-border transport operators and the borderland populace. Ethical considerations were observed during the data gathering process.

The fourth Chapter dealt with data presentation, analysis and interpretation within the context of the problem and its objectives. The presentations included graphs, charts, and tables to give a visual depiction of the responses from study participants. Data from questionnaires was simultaneously analyzed together with interview data to afford better understanding as well as meaning.

## **5.3 Conclusions**

Following an analysis and interpretation of data as well as having had regard to the findings emanating there from, the study concludes as follows;

### **5.3.1 Nature of border management framework in Zimbabwe**

Border management in Zimbabwe is governed by policies emanating from various Acts of Parliament relevant to specific agencies. As such, there is no common policy or Standard

Operating Procedures (SOPs) regulating border management. This scenario has resulted in an uncoordinated approach to border management thereby reducing the capabilities of the agencies to work together to prevent border conflicts or violation of human rights and security.

All the border agencies studied are conversant with their role at the border in addition to understanding the nature of duties conducted by fellow agencies. However, the lack of a specified role for the ZRP Border Control Unit at the border has led to conflict with other agencies who feel there is encroachment into their domains. This poses a threat to the efficient functioning of the agencies.

While cooperation amongst the agencies is practiced at the operational level, there is mistrust at managerial level where key information is not routinely disseminated to others due to fear of misuse. This has resulted in a fragmented approach to border management as each agency operates in its closed space; another limitation to the prevention of border conflicts and detection of violation of human rights and security.

### **5.3.2 Capacity of border management agencies to prevent or detect cross border conflicts**

Training is vital to the enhancement of the border agencies' capability to detect or prevent cross border conflicts. The training should be continuous and also encompass skills development for new machines. Specialized courses such as Passenger/Traveller Profiling and emergence preparedness response should be regularly conducted for both new and existing employees. Currently training of border agencies needs to be improved. Joint trainings are necessary to build common attitudes, skills and knowledge base. However, this has been neglected especially at Beitbridge Border Post. The lack of joint training negatively affects inter-agency/ bi-lateral cooperation and coordination which is a key feature of IBM thereby threatening capacity to prevent or detect cross border conflicts.

Equipment is another key to the success of agencies in detecting cross border conflicts. However, the equipment being used at the borders is old and in some cases obsolete. The unavailability of some equipment such as apparatus necessary for outfield duties like portable passport scanners and UVL thermometers further hampers the effectiveness of the agencies. The problem is compounded by shortage or lack of vehicles for border line patrol which makes it impossible to prevent smuggling as the border line is porous. Additionally, the bases along the border line are only manned by ZRP with the other agencies affected by manpower shortages. These setbacks combine to weaken the agencies' ability to detect cross border conflicts.

Although to a lesser extent, it has also been found that corruption is a threat to the capacity of border agencies to prevent cross border conflict. This, for example, involves collusion between officials and travellers to misrepresent the value of imported goods subject to duty such as domestic goods thereby prejudicing the State of revenue. It may also involve police officers failing to arrest smugglers in return for a bribe.

#### **5.3.4 Strategies to improve border management agencies' capability to detect violation of human security or prevent cross- border conflicts in Zimbabwe**

The current border management framework in Zimbabwe can be improved to prevent cross border conflicts through the adoption of the following strategies;

- Policy which should harmonize operations and provide for a single Border Management Authority;
- Training of personnel;
- Provision of equipment and infrastructure;
- Inter-agency cooperation and coordination; and
- Incorporating an Anti-corruption Strategy within the framework.

## **5.4 Recommendations**

The following recommendations are made;

### **5.4.1 The Government of Zimbabwe**

The Government of Zimbabwe can establish a single authority responsible for the management of borders. This could be in the moulds of the Egyptian Ports Authority which comprises officials from all border agencies such as Customs, Immigration and Border Police (Police Research Centre, 2010). A common authority has the advantage of guarding against conflicting mandates or orders from different superiors at the border.

With regards to policy there is need to formulate common or Standard Operating Procedures (SOPs) for border agencies to reduce interference amongst each other's duties and foster cooperation and coordination. The prevention and detection of cross border crimes should be the role of every agency at the border. The policy should specifically provide for areas of cooperation and at what level in areas such as information exchange, conduct of joint trainings and operations. An integrated system of data management should be part of the policy.

The provision of equipment is necessary for the effective management of borders. While funding can be an issue in this regard, it is recommended that Government gets into partnerships with international agencies involved in border management. These include IOM, UNODC World Health Organization (WHO) and World Customs Organisation (WCO). The equipment should be serviced or renewed regularly for it to remain efficient. Rough terrain motor vehicles should be sourced for border line patrol and enforcement exercise. The use of Unmanned Aerial Vehicles (UAVs) and drones should also be considered for border surveillance which is critical for detection of smuggling routes. Searching aids and protective gear which include hand held scanners for

passports light motor vehicles and in case of international epidemics like Ebola should be available to border personnel. And fire sprinkler systems should be installed in all buildings especially the warehouse so as to avoid loss of goods and equipment during a fire breakout.

Appropriate infrastructure for both offices and accommodation should be provided to accommodate border personnel. Searching bays should be erected at border posts to enable professional and decent searches on both travellers and vehicles. Laboratories for chemical and food analysis should also be built at the border to avoid border delays, a fully equipped and staffed health facility to be built so as to cater for EPR of global epidemics. Above all, the Government should demonstrate political will to have an integrated border management framework that can effectively deter cross border conflicts.

The Government can consider the formulation of an Anti-Corruption Strategy specifically for border agencies. This strategy should form part of the policy for border management and be regularly reviewed to remain relevant and abreast of developments within agencies and border management as a field. Research should guide how the strategy should be structured to embrace risk analysis, governance issues, nature of remedial action as well as monitoring and evaluation mechanism. The aim of the strategy should be to minimize opportunities for corruption by border officials while strengthening institutional development.

#### **5.4.2 The Border Agencies**

Agencies can consider having specific training programmes for both new and old employees. The training curriculum should be constantly reviewed to ensure they address the agencies' needs in terms of skills, knowledge and attitudes. Training should also involve the proper completion and interpretation of all forms and permits used at border posts such as bills of entry, notice of seizure as well as customs clearance certificates. Priority courses should be identified and partnerships

with international agencies involved in border management created to facilitate training through the provision of scholarships and funds for in-house training. Joint training of staff as well as trainers should also be given priority. The training should include practicals on the use of relevant equipment as well as encompass how to detect and prevent cross border conflicts.

Agencies can identify areas of cooperation such as enforcement. For example, ZIMRA and ZRP Border Control Unit can collaborate to check warehouses as well as monitor goods being transited through the country for compliance with customs regulations. Cooperation should entail identifying areas of convergence and divergence to develop means to effectively utilize scarce resources. Both incoming and outgoing vehicles should be searched in addition to the deployment of joint and coordinated road blocks along highways leading from border towns such as Beitbridge-Harare road. Border security meetings involving all agencies should be regularly held and a record of such meetings transmitted to the Joint Border Authority. The quorum and seniority of officials attending such meetings and how often they are held should be clearly stated in the SOPs.

Agencies can consider streamlining their duties to ensure adequate personnel are reserved for operational duties. While regular transfer of personnel from border stations is necessary to avoid over familiarization which may result in collusion with travellers, it is important to ensure that some staff with experience and knowledge about border duties remains to induct the new staff. Thus, it is necessary to stagger the transfers so that some experienced members remain and are moved when new members have grasped the work ethic of the border station to ensure cooperation and coordination amongst the agencies continues rather than dealing with new staff now and again.

Integrity tests for all personnel operating at border posts as well as new employees joining such agencies should be made compulsory. This is necessary to ensure they are of high integrity and

unquestionable character. The tests should be conducted regularly, for instance, once in every six months. In order that the tests have an impact, employees who fail to meet the requirements should be transferred immediately from the border.

While increasing remuneration for border officials might be problematic in the current economic situation, an adoption of the Formality Service Fee (FSF) introduced in Thailand might work (McLinden et al, 2014). This is a method where 15% of revenue collected at border posts is channeled to salaries of border officials while 85% goes to finance the acquisition of equipment. Following the introduction of this system in Thailand, the authors note that misconduct (corruption) amongst border officials was reduced from ninety-two (92) cases in 2006 to sixty-nine (69) in 2007, and thirty-six (36) in 2008. However extensive stakeholder consultation is required before introducing the system as necessary modifications may be necessary for it to suit local conditions.

Information dissemination amongst the agencies has been found to be critical. It is therefore necessary for the agencies to have regular joint meetings which are properly constituted to discuss issues affecting border management. This can be from the agency level to Ministerial level as well as with the community. Joint procedures should be discussed, challenges being encountered as well as way forward. Implementation of meeting resolutions should be clearly outlined as well as monitoring of such implementation.

#### **5.4.3 Local governance and community**

Also for the local community although it was highlighted that the reason why the issuing of gate-passes was banned and exemption from paying road access and toll-fees for the residents of Beitbridge was because the locals were now involved in criminal activities like human trafficking and smuggling there is need for them as they cross almost on a weekly basis and their passports

are finished before the expiry year. The municipality of Beitbridge in conjunction with the department of immigration from SA and ZW, ZINARA and ZIMRA should work hand in glove to facilitate for locals to cross freely by producing a proof of residence from the municipality or local governance and national identity card and proof that the vehicle the local is using belongs to him, her or immediate family member

## **5.5 Suggestions for further research**

The study has explored the effect of border management within the framework of an integrated border management structure with regards to combating cross border conflicts. Literature on border management and data from the study has however shown that the community plays a critical role in the management of cross border conflicts. Further research is therefore called for to determine how the community can be employed to prevent and detect cross border conflicts.

In addition, the concept of IBM upon which this research was hinged requires that the international aspect of cooperation be investigated further to determine how Zimbabwe and its border agencies can foster bi-lateral and multilateral relations with neighboring states to improve border management with a view to combat trans-national conflict.

Further, the extent of corruption as a threat to effective border management and methods to address it requires investigation. This is supported by Wickberg (2013) who notes that while there have been numerous studies on corruption; more can still be done to study the effects of corruption within border agencies, more so in Southern Africa.



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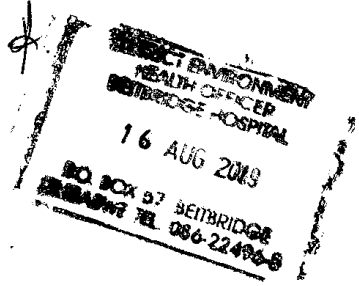
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APPENDICES

218 Hillclose Road  
Beitbridge  
22 May 2019

Port Health please kindly assist  
as per communication



District Medical Officer  
Beitbridge District Hospital  
Box 57  
c/o Port Health

Dear Sir /Madam

RE: REQUEST TO CONDUCT AN ACADEMIC RESEARCH PROJECT IN YOUR AREA

I hereby request to conduct an academic research project in your area. I am a Master of Science in International Relations at Bindura University of Science Education and doing a research study on the Interstate border conflict management between SA and ZW : a case of Beitbridge border posts. My main focus is on the violation of human rights of cross-border transport operators, cross-border borderland population and border officials by either of the three target population to one another. I would like to conduct my field research in August 2019 and when I have finished my research study I will provide your department with a copy of the document as it will be beneficiary to you as well especially on policy making decisions.

Attached is a supporting request letter from the university from my faculty of social science and humanities department of peace and governance.

I will be very grateful for your assistance.

Yours sincerely

Ndhlovu Princess Nothabo (B1850083)

*N. Nothabo*

*Noted. Port health staff*

*to assist*  
DISTRICT MEDICAL OFFICER  
BEITBRIDGE DISTRICT HOSPITAL

23 MAY 2019

**ZIMBABWE REVENUE AUTHORITY  
COMMISSIONER GENERAL**



Write To:  
The Commissioner General  
Zimbabwe Revenue Authority  
P O Box 4360  
Harare

Telephone:  
+263-4-790811  
Fax:  
+263-4-773161  
Telegraphs:  
Harare

Call At:  
Reception  
6<sup>th</sup> Floor ZB Centre  
Kwame Nkrumah Ave /  
First Street  
Harare

In Reply Please Quote:  
Ref: Research/06/2019

14 June 2019

Ms. Princess Nothabo Ndhlovu  
218 Hill Close Road  
Beitbridge

Dear Ms. Ndhlovu,

**RE: APPLICATION FOR AUTHORITY TO CONDUCT ACADEMIC RESEARCH**


**Topic: "Diplomacy and interstate border conflict management between South Africa and Zimbabwe." A case of Beitbridge border post.**

The above matter refers.

Please be advised that your application for authority to carry out the above research has been approved. However, we may be unable to release some of the information to you because of its confidential nature. **Upon completion of the research, you are required to submit to this office a bound copy of the research.**

We wish you success in your studies.

Yours sincerely,

  
**B. GUNZO**  
**HUMAN CAPITAL MANAGER**

**ACKNOWLEDGEMENT**

I, PRINCESS NDHLOVU.....acknowledge receipt of this letter and accept its contents. Cell No: 0713126355 Signature [Signature] Date 12/06/19.....

ALL CORRESPONDENCE  
MUST BE ADDRESSED TO  
THE PRINCIPAL DIRECTOR

Telephone: +263 (04)791913/8  
Telefax: +263 (04) 764075



In reply please quote  
Our Reference:

**Department of Immigration Headquarters**  
Corner L Takawira Street and Herbert Chilepo Avenue  
Private Bag 7717  
Causeway  
**HARARE.**

28 August 2019

**BINDURA UNIVERSITY**

**FACULTY OF SOCIAL SCIENCES AND HUMANITIES**

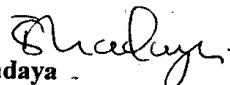
**ATTENTION: P.N.Ndlovu**

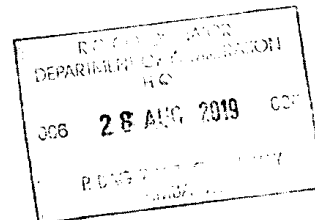
**REF: REQUEST TO CONDUCT AN ACADEMIC RESEARCH PROJECT IN YOUR AREA**

The department of Immigration acknowledges receiving your letter dated 22 May 2019 requesting to carry out a research project as cited above.

Please be advised that your application for authority to carry out the above research has been approved by the Chief Director of Immigration. However some of the information may not be released to you due to its confidential nature and you have to seek guidance from the Ministry of Foreign Affairs and International Trade as it would be out of our jurisdiction.

By copy of this minute Officers- in- charge at Beitbridge Border Post are advised to provide all necessary support.

  
**T. Shadaya**  
**For: CHIEF DIRECTOR OF IMMIGRATION**



(N) 378/1

# ZIMBABWE REPUBLIC POLICE

Official Communications  
should not be addressed to  
Individuals  
Telegrams 'COMPOL':  
Telephone HARARE 2701839



GENERAL HEADQUARTERS, HARARE  
Corner 7th St/Josiah Chinamano Avenue  
P.O. Box CY 34, CAUSEWAY  
ZIMBABWE. Fax: (263)-(242)-253245  
Telefax: 24328 (ZRP HQ):

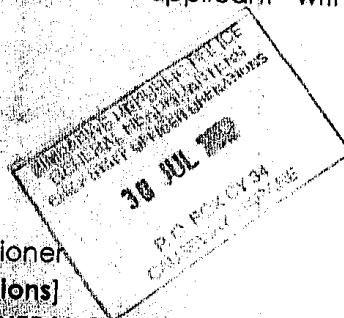
29 July 2019

Officer Commanding Police  
**MATEBELELAND SOUTH PROVINCE**

## REQUEST TO UNDERTAKE A RESEARCH PROJECT AT BEITBRIDGE BORDER POST BY PRINCESS NDHLOVU

1. Attached correspondence from Princess Ndhlovu, an International Relations Masters student at Bindura University on the above subject is relevant.
2. Please be advised that approval was granted by this Headquarters for Princess Ndhlovu to undertake a research Project at Beitbridge Border Post.
3. Could you kindly render the applicant with the necessary assistance.
4. Respectfully referred.

*[Signature]*  
[I.M. TAYENGWA] Commissioner  
Chief Staff Officer [Operations]  
to the **COMMISSIONER GENERAL OF POLICE**



*O.C.  
Beitbridge*

*Please advise the applicant accordingly.*

## **APPENDIX V**

### **INFORMED CONSENT GUIDE**

My name is **Ndhlovu Princess Nothabo** a final year Master of Science International Relations student from Bindura University of Science education. I am carrying out a study on Diplomacy and interstate Border Conflict Management between South Africa and Zimbabwe: A case of Beitbridge Border Post and its implication on human security. I am kindly asking you to participate in this study by completing the attached questionnaire / participating in an interview based on the attached questions.

The purpose of the study is to examine Zimbabwe's border management system and how it can be improved to prevent conflicts and violation of human rights at the border. Participants in this research comprise ZIMRA, Immigration, PHI, ZRP Border Control Unit, cross-border transport operators and borderland populace. You were selected for the study because of your experience working and operating at the border post.

If you decide to participate you will be invited to answer questions in the questionnaire/ interview guide. It is expected that this will take about thirty (30) minutes. You will not be penalized for any information of a criminal or defamatory nature that may be offered during the study.

The study is purely for academic purposes and you will not be paid for your participation. There are no immediate benefits that you will realize as an individual through this research, however, policy changes may be effected in future based on the recommendations of the study. The working relations of your department and others at the border may also be improved.

Your identity will not be revealed before, during or after the study. All information supplied shall be kept confidential. No names, addresses, or other particulars will be recorded in the questionnaire or interview guide. Participation in this study is voluntary. You have the right not to participate or to

withdraw from the study at any stage and this will not affect your future relationship with your department or the researcher. No penalty will be brought against you for choosing not to participate in the study.

Before you sign this form, please ask any questions on any aspect of this study that is unclear to you. You may take as much time as necessary to think it over.

If you have decided to participate in this study please sign this form in the space provide below as an indication that you have read and understood the information provided above and have agreed to participate.

-----

**Name of Research Participant (please print)**

**Date**

-----

**Signature of Research Participant or legally authorised representative**

If you have any questions concerning this study or consent form beyond those answered by the researcher including questions about the research, your rights as a research participant, or if you feel that you have been treated unfairly and would like to talk to someone other than the researcher, please feel free to contact the Bindura University.

**Name of Researcher NDHLOVU PRINCESS NOTHABO**

## APPENDIX VI

### Interview Guide for managers/supervisors from ZIMRA, Department of

### Immigration, ZRP (Border Control Unit) and PHI

---

1. For how long have you been working at the border?
2. Can you give an overview of the nature of border management in Zimbabwe?
3. What is the role of your department at the border?
4. Does your department have a role in preventing cross border conflicts?
5. Is there any legal or regulatory framework that guides your operations at the border?
6. How would you describe your department's working relations with other departments at the border?
7. Is there a platform or mechanism for the border agencies to discuss problems or share good practices?
8. How do you rate your department's capacity to prevent cross border conflicts considering expertise, equipment and infrastructure?
9. Are there any training and development programmes undertaken by your personnel working at the border?
10. From your experience working at the border do you think there are any challenges with regards to the prevention of cross border conflicts and violation of human rights?
11. What do you think can be done to improve border management in Zimbabwe so that cross border conflicts are prevented?
12. Have you ever been in conflict with other stakeholders be it in Zimbabwe or South Africa?
13. What is your highest qualification and for how long have you been in service at the border?

14. What is your take on corruption and how does it affect border conflict management and human abuse at the border?

**APPENDIX VII**

**QUESTIONNAIRE FOR NON-MANAGERIAL STAFF FROM ZIMRA,**

**IMMIGRATION, POLICE (BORDER CONTROL UNIT) AND PHI**

---

Please kindly answer the questions below by ticking in the box or filling in the space provided.

State your gender                      **Female**                                            **Male**                     

Highest level of education attained

**High School**                                            **Diploma**                                            **Undergraduate**                                            **Post Graduate**                     

For how long have you been working for your department?                     

**0-5 years**                                            **10 years**                                            **10 – 15 years**                                            **over 15 years**

**Objective 1 – The nature of border management in Zimbabwe**

What is the role of your department at the border?  
.....  
.....  
.....

Is there any policy that guides your department in its role?  
**Yes**                                            **No**                                            **Not Sure**                     

If you answered YES to question 2 above what is this policy called?.....  
.....

Your department coordinates with other departments at the border when carrying out duties.

**True**  **False**  **not sure**

If you answered TRUE to the above question, which are these departments?

.....

In what ways do you coordinate? (Please skip this question if you did not answer question 5 above)

.....

.....

Do you ever come across information relating to cross border conflicts or human abuse activities when carrying out your duties?

**Yes**  **No**  **not sure**

If you answered YES to question 7 above, what do you do with the information?

**Nothing since it is not my responsibility**

**Inform the relevant department**

**Investigate**

9. Are you aware of the role of other departments that work at the border?

**Fully aware**  **Not aware**  **partly aware**

If you answered YES to question 10 above, do you ever assist these departments in their roles?

**Yes**  **No**

What is the nature of the assistance you give? (Please skip this question if you did not answer question 10 above).

.....  
.....  
.....

**Objective 2 – Capacity of Border Management Agencies to prevent cross border conflicts**

What duties do you perform at the border?

.....  
.....  
.....

Do your duties require some form of training for you to be able to perform as expected?

**Always**  **Not at all**  **sometimes**

If you answered YES to question 2 above, did you receive this training?

**Yes**  **No**  **Partly**

Which of the following is an example of human abuse?

**Verbal**

**Physical**

**Emotional**

**Financial**

**All the above**

Have you ever been involved in any joint training with other departments that work at the border?

Please explain, if YES

.....  
.....

Do you use machinery during the conduct of your duties?

**Yes**

**No**

If you use machinery in your duties, comment on the efficiency and effectiveness of the machinery.

.....  
.....  
.....

Do you think your department has a role to play in the prevention of human abuse?

**It has a role**

**It has no role**

**Not much role to play**

If you think your department has a role to prevent human abuse, how does it implement this role?

.....  
.....  
.....

In your opinion, does your department have the capacity in terms of equipment and expertise to fulfill the role stated above? (Please explain)

.....  
.....  
.....

**Objective 3 – How to improve border management to prevent cross border conflict and human abuse**

Do you think the current border management system at your border post is effective to prevent conflicts and human abuse? (Please explain)

.....  
.....  
.....

What do you think can be done to improve the detection and prevention of conflicts and human abuse?

.....  
.....  
.....  
.....

What is your take on corruption and how does it affect border conflict management and human abuse at the border?

## APPENDIX VIII

**Interview questions for cross-border transport operators and borderland populace (clearing agents, bus drivers, truck drivers, bag carriers and abomalayitsha).**

State your gender                      **Female**                                            **Male**                     

What is your occupation?

**CA**                                            **Driver**                                            **local resident**                                            **malayitsha**                     

For how long have you been working for your department?

**0-5 years**                                            **10 years**                                            **10 – 15 years**                                            **over 15 years**                     

1. Have you ever been abused at the border and who were the perpetrators?
2. What type of abuse was it?
3. Have you ever reported the abuse to the authorities and what steps were taken?
4. In your whole experience operating at the border what are the conflicts you have encountered?
5. What other challenges do you face at the border or outside that you think are a violation of your human right?
6. Do you think the border officials are abusing their office powers?
7. What do you think of corruption at the border and have you ever been involved?
8. How do you cope during peak seasons at the border?
9. What do you suggest should be done for you to prevent conflicts at the border?
10. Have you ever violated any official at the border and how?

