

**The impact that a Nelson Mandela Bay reform program has on the life
improvement of previously incarcerated adults**

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Research

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I, Demi George, hereby declare that the Research Report submitted for the Psychology Honours degree to The Independent Institute of Education is my own work and has not previously been submitted to another University or Higher Education Institution for degree purposes.

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Abstract

In South Africa, prison conditions are significantly different in comparison to the country's western counterparts. Changing the way prisons operate would be exceptionally challenging for the country. Therefore, one needs to consider the non-profit organisations that are available for prisoners while they are serving their sentence, but especially after they have served their sentence. This study has made use of the interpretivist research paradigm to answer the research problem posed.

By making use of principles such as sense of belonging, rehabilitation and reform, and motivation and life satisfaction. The researcher was able to use this as a theoretical foundation for the data interpretation of the study. The study made use of questionnaires to draw information from four qualified social workers who facilitate the NMB NICRO prison reform programs, which is a non-profit organization which deals specifically with the rehabilitation and reform of previously incarcerated adults. The findings of the study show that through life skills programs and constant intervention, rehabilitation and reform of offenders can be achieved.

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1. Introduction

This study seeks to raise awareness of the importance of rehabilitation programs. As well as the success of the programs offered by NICRO which is as Nelson Mandela Bay reform program for previously incarcerated adults. Besides lack of employment in South Africa and the Nelson Mandela Bay, a job may not be the most important factor for ex-prisoners (Head, 2019; Omar, 2020). The reform and rehabilitation programs offered by NICRO assist in making these individuals more aware of the importance of maintaining stability by having a career and being financially stable (Writer, 2019). With this, offenders can then be equipped with skills and knowledge to change past behaviour and handle situations of daily life better. This research study will use a qualitative research design and a deductive approach, as qualitative research is focused on understanding human behaviour from the informant's perspective (McLoed, 2019). Deductive research relies on existing knowledge to form a hypothesis (Collins, 2010). By using this design and approach the study will collect data through observing and communicating with participants. Thereby making use of the existing information on offenders and life-satisfaction to inform and conclude the study (McLeod, 2019). In addition, the researcher will be including deductive reasoning by testing the existing information that revolves around individuals and their need for a sense of belonging. As argued by Maslow (1943), humans have a set of needs divided into five categories: physiological, safety, love, esteem, and self-actualization. Experiencing a sense of belonging forms part of the category of love in Maslow's theory (Henwood, Derejko, Couture, & Padgett, 2016). By making use of this Maslow's theory, the researcher will be testing whether the previously incarcerated individuals have the same needs. By doing so the researcher will establish whether experiencing a sense of belonging is crucial for all individuals (Henwood, Derejko, Couture, & Padgett, 2016).

1.2 Contextualisation

Nelson Mandela Bay has a part in the unemployment rate of South Africa. As the unemployment rate in Nelson Mandela Bay has increased from 35% in 2018 to 36.4% in 2019 (ECSECC, 2019). This study seeks to question whether prisoners in Nelson Mandela Bay form part of the 36.4% of the unemployed population in Nelson Mandela Bay after they are released. This study may be considered relevant and important since the percentage of unemployed individuals are on the rise, and prisoners are

frequently released from prison. These individuals are required to find a job and start building a career that accommodates their skills and weaknesses. To successfully do so, these individuals may need additional assistance and they need to be made aware of the assistance that is available. NICRO, which is the National Institute for Crime Prevention and the Reintegration of Offenders, offer programs and rehabilitation initiatives. This is to assist offenders in building a sustainable career and future (NICRO, 2020)

1.3 Rationale

There are several community reform programmes aimed at improving the life satisfaction and rehabilitation of individuals who have been incarcerated (NICRO, 2020). Nelson Mandela Bay is ranked in the top three most dangerous and violent areas to live in within South Africa (Writer, 2019). This is because of many criminal activities, and offenders reoffending, this can be because of lack of knowledge about reform or rehabilitation programs available for offenders (NICRO, 2020). The reoffending and crime could possibly be because of negative sociological factors as mentions above, and offenders not having the skills to deal with and overcome these obstacles (Campbell, 2016). By creating more awareness on reform programs available in the Nelson Mandela Bay it could reduce reoffending and in turn reduce crime rates.

These individuals face the wrath of stereotypes and stigma, and one may argue that after serving time in prison and being exposed to prison brutality, these individuals need additional support (Dayimani, 2020). With that in mind, organisations have created programs that place emphasis on helping these individuals build a life and recover from their past (Omar, 2020). It is important to consider whether these organisations are using methods which are successful. Even more so, it is important to consider whether individuals who are incarcerated are aware of the available programs (Omar, 2020).

This study will seek to investigate different factors that contribute to the success of such programs. Life satisfaction, well-being, self-esteem, motivation, and sense of belonging are all contributing factors, the level of which the reform programs achieve impacting these factors will be investigated. However, one needs to consider that the effectiveness of these programs may differ and may not be as effective as the

organisation may have hoped (Davis, 2019). It can be argued that ex-prisoners may not be aware of these organisations and the help that could be available to them (Kheta, 2019). This study seeks to examine how the organisation has been effective in the past. By doing so, this study could raise awareness to make ex-prisoners aware of the help that organisations offer and how it can positively change their lives.

1.4 Problem Statement

It is not known the extent to which a Nelson Mandela Bay reform programme impacts the life improvement of previously incarcerated adults. There are community reform programmes in the Nelson Mandela Bay, such as The Oliver Foundation and National Institute for Crime Prevention and the Reintegration of Offenders (NICRO). These organisations focus on assisting offenders by helping them re-enter society. In addition, crime prevention and rehabilitation services are provided to offenders (Kheta, 2019). The researcher will be engaging with the facilitators of these programs to better understand the programs and their operation processes, as well as the success rate of the programs. As the individuals to be surveyed are all part of NICRO and are qualified social workers, who work closely with offenders in the programs.

1.5 Purpose Statement

The purpose of this study is to determine whether these programs impact the lives of previous offenders. Although these programs have been developed with the goal of assisting previously incarcerated adults, one does not know if these adults are fully aware of the programs. It can also be argued that the purpose of this study will be to determine the success rate and employment rate of those individuals who have participated in the rehabilitation programs. In addition, this study seeks to determine whether the programs alter the course of offender's lives after prison.

1.6 Research Question

What is the impact of a Nelson Mandela Bay reform program is having on the lives of previously incarcerated adults?

1.6.1 Research Questions and Objectives

The following table will illustrate the research questions and objectives that are included in this study. The research questions and research objectives influence the strategy employed by the researcher to guide the investigation (Farrugia, Petrisor, Farrokhyar, & Bhandari, 2019). The research questions and objectives in this study

has assisted the researcher in what the research problem is, and assisted in answering the question, “what do we not know?”.

Table 1: Research Questions and Research Objectives

Primary Research Question	Primary Research Objective
What is the impact of a Nelson Mandela Bay reform program is having on the lives of previously incarcerated adults?	This study seeks to determine the impact of a Nelson Mandela Bay reform programs in the lives of previously incarcerated adults.
Secondary Research Questions	Secondary Research Objectives
What are community programmes?	This study seeks to determine what community programs represent in the context of reform programs in Nelson Mandela Bay.
How do community programmes improve the life of individuals?	This study seeks to determine how the community programs improves the lives of individuals who have previously been incarcerated.
What is the importance of community programmes?	This study seeks to determine what the importance of community programmes are.
How do community programmes involve previously incarcerated adults?	This study seeks to determine the level of involvement of community programmes in the lives of previously incarcerated adults.

2. Literature Review

A literature review can be defined as a comprehensive summary of previous research on a specific topic (Adruss, 2020). The literature review analyses scholarly articles, books, and other sources relevant to a particular area of research. The literature review should number, describe, summarize, objectively evaluate, and provide clarity on the previous research (Adruss, 2020).

To understand how reform and rehabilitation programs work, one must look at the methods put in place and the concepts that are used to form the programs. Rehabilitation within reform programs need to be considered, to understand the methods and interventions used to achieve positive impact. Rehabilitation has been a method of intervention for many years and the use of it within reform programs must be impactful and life changing to offenders (Moya, 2018). By looking at an integrated model to evaluate the impact of interventions, rehabilitation and intervention has many different contributing factors from both facilitators and offenders which contribute to the success of it (Robinson & Crow, 2009).

Personal and sociological factors such as motivation, self-esteem, well-being, and life satisfaction are all factors of life that are impacted through life changing experiences such as being incarcerated (Plessis & Lombard, 2018). However, these are all factors that are positively impacted by the skills and help gained from reform programs. This is because reform programs create a sense of belonging within a safe place (Government, 2020). A good sense of belonging, well-being and self-esteem encourages growth and positive behaviour in offenders, these are all created and motivated within the reform programs (Cherry, 2019). This will make offenders want to have a good relationship with their families, find a job and stay away criminal activity, thus impacting their lives positively and creating a foundation for sustainable rehabilitation (Luhmann & Hennecke, 2017).

2.1 Concept of Rehabilitation

The concept of rehabilitation itself is difficult to point out as many of the literature does not particularly discuss the same thing (Robinson & Crow, 2009). The concept of rehabilitation has taken on several meanings over time and used vastly as a principle of sentencing or justification for means of punishment. These means are used to achieve reform in prisons and after release of offenders (Moya, 2018). Methods such as isolation, labour, silence, and punishment and moving to medical fields for drug

rehabilitation and societal reintegration (Campbell, 2016). These means are implemented in different programs to reform prisoners during and after their prison sentence to equip them with a skill set to be a contributing member of society. This study will be looking at rehabilitation in terms of how it is used in the NMB reform program and what impact it has on the lives of previously incarcerated adults.

2.2 Reform Programs

When looking at the context of offender rehabilitation, defining what is meant by a program or reform program is not a simple task (Campbell, 2016). A program can be defined as “a planned sequence of learning opportunities” (Robinson & Crow, 2009). In this regard, a rehabilitative program shares many commonalities with the structure of an educational curriculum (Robinson & Crow, 2009). A program contains a pre-set number of activities and inter-connected elements, in the criminal justice setting, program can be used to describe different initiatives such as schemes for young offenders, or therapy groups for drug addicts (Robinson & Crow, 2009). Therefore, any form of criminal interventions for reform or rehabilitation can be termed ‘program’ (Plessis & Lombard, 2018).

2.3. Rehabilitation and Reform Programs

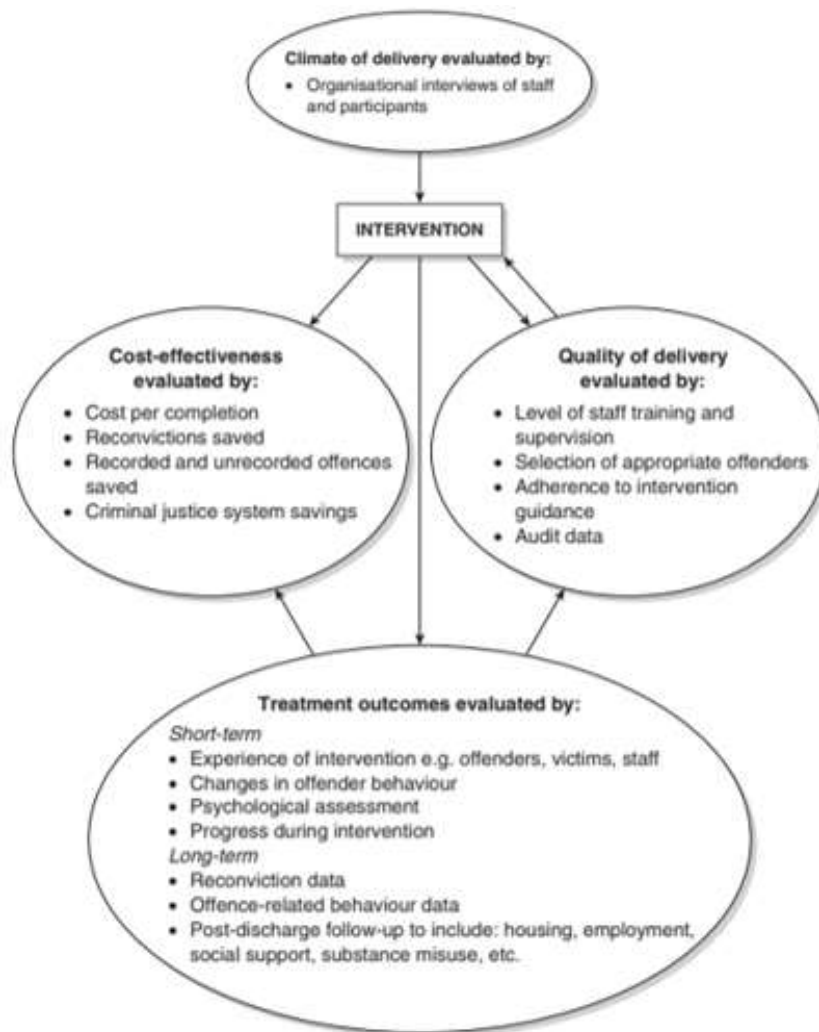
Rehabilitation is defined as the process of restoring an individual, such as a criminal offender, from addiction, illness, or imprisonment, to a useful and constructive position within society (Webster, 2020). Rehabilitation is vastly used in prisons as well as programs used to reintegrate individual into society. It has also been an argumentative topic in the fields of psychology, criminology, and penology (Campbell, 2016). Since this study focuses on the impact of reform programs on the previously incarcerated, rehabilitation theory is a vital aspect. Rehabilitation is used both in and after prison to help offenders overcome their challenges and addictions and integrate into life in society (Robinson & Crow, 2009). This theoretical foundation will discuss how rehabilitation is used to help offenders and critically evaluate the different factors of rehabilitation.

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(Moya, 2018). Methods such as isolation, labour, silence, and punishment and moving to medical fields for drug rehabilitation and societal reintegration (Campbell, 2016). These means are implemented in different programs to reform prisoners during and after their prison sentence to equip them with a skill set to be a contributing member of society (Robinson & Crow, 2009). This is relevant to the research problem of the study as it addresses how rehabilitation will impact the lives of offenders in terms of bettering their lives and seeking employment.

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Figure 1: Integrated model to evaluate the impact of interventions (source:



(Source: Robinson, G., & Crow, I. (2009). *Offender Rehabilitation Theory, Research and Practice*. London: SAGE Publication Ltd.)

Reform programs have many factors to incorporate to ensure successful rehabilitation of offenders (Robinson & Crow, 2009). Figure 1 includes specific suggestions for what needs to be done regarding the various components of the rehabilitation (Robinson & Crow, 2009). There are many underlying issues such as drug addiction, funding and facilitators (Government, 2020). This model considers the different components of reform programs and look at what is needed to reduce reoffending and ensure successful rehabilitation (Robinson & Crow, 2009). An example of such programs can be seen in the Nelson Mandela Bay bakery program. Where prisoners learn skills that are useful in a bakery by use of the prison bakery (Moya, 2018) These skills can then be used as experience for job seeking after the release of the offenders (Government, 2020). The program includes components mentioned in the above figure, it has a

budget, staff to facilitate and skill development for long-term sustainable rehabilitation as the offenders can then focus on something productive. For successful reintegration of offenders into society, the program considers victim participation to aid communication between victim and offender and this contributes to healing and restoration (Moya, 2018). The Department of Corrections has also contracted facilitators in the form of social workers to assist in offenders reintegrating into their communities through these dialogues (Government, 2020). This is to prevent reoffending.

Rehabilitation is a well-developed aspect of bringing about change and reformation of negative human traits and behaviour (Plessis & Lombard, 2018). Although it is primarily used for positive change in the lives of offenders, the perspective of rehabilitation differs between that of the facilitators and the offenders (Brown, 2020). In the perspective of the facilitator, offenders should be subjected to programs that result in the successful rehabilitation and reintegration into community after release (Plessis & Lombard, 2018). However, in the perspective of offenders, the efforts of the programs often represent a challenge them and undermining their lifestyles (Moya, 2018).

Retribution is used in some rehabilitation methods; however, this makes no effort to improve offenders' lives, but rather inflict punishment on them that might be harmful or emotionally scarring (Brown, 2020). These negative aspects of rehabilitation could deter offenders from wanting to participate as they see it as negative (Moya, 2018).

2.4 Motivation and Life satisfaction

Life satisfaction is a complex term to define, it is used interchangeably with happiness in different contexts, but these are in fact different things (Heady & Muffels, 2017). Life satisfaction is the full evaluation of an individual's life, on different levels of happiness and not simply just one level of happiness (Ackerman, 2020). Life satisfaction is more stable and long-lived than happiness and is broader in scope, it is basically the general feeling individuals have of their lives and how pleased they are with their levels of success (Heady & Muffels, 2017). There are numerous contributing factors to life satisfaction within several domains such as work, romantic and platonic relationships, health, wellness, and personal development (Moya, 2018). Another difference between the concepts of happiness and life satisfaction is that life satisfaction is not

based upon criteria that researchers consider important (Ackerman, 2020). However, on the individuals own cognitive judgement of factors that the individual finds valuable (Ackerman, 2020). It can be argued that when offenders feel a sense of life satisfaction they will be motivated to keep on track and not look for the sense of fulfilment in criminal behaviour and risk reoffending (Moya, 2018).

Life satisfaction and wellbeing are similar concepts when evaluating the basis of the two concepts. There are two main types of theories about life satisfaction, the first of which is bottom-up theories and the second is top-down theories (Hall, 2015). By looking at reform programs for previously incarcerated adults, it is arguable that it that on the bottom-up theory of life satisfaction. That through elements within the different programs, life satisfaction can be experienced within the different domains of life and can thus be the overall conclusion of the programs (Ackerman, 2020).

A popular theory of life satisfaction and well-being is the PERMA model developed by Martin Seligman, the model is based on the premise that well-being has five main factors (Ackerman, 2020). These factors are positive emotions, engagement, relationships, meaning and accomplishments, this model explains differences in well-being and aims to truly capture life satisfaction (Seligman, 2011). Although it seems to fail in this regard as life satisfaction is more objective and less based on what individual's value (Robinson & Crow, 2009).

Figure 2: Martin Seligman's PERMA model of well being Source: (Pascha, M. (2020, April 16). Positive Psychology. Retrieved from [positivepsychology.com](https://positivepsychology.com/perma-model/): <https://positivepsychology.com/perma-model/>)



When determining the impact that reform programs have on the life improvement of previously incarcerated adults (Pascha, 2020). The awareness of the PERMA model can help reform programs increase the well-being of offenders by combining the elements of the model. By helping offenders create positive feeling, live meaningfully, establish supportive personal relationships, accomplishing set goals and engaging in aspects of their lives (Seligman, 2011).

Motivation can be defined as the willingness to do something, or an element that causes willingness (Cherry, 2019). Motivation facilitates in describing wants or needs that guide behaviour toward a certain goal, it is the feeling to behave in ways that will please certain conditions such as goals and ambitions (Lumen, 2020). There are many motivational consequences of life satisfaction, there is a clear distinction between life satisfaction and affect (Hall, 2015). It can be argued that motivation influences life satisfaction, as being motivated leads to a feeling of satisfaction (Luhmann & Hennecke, 2017). Motivational processes do not come from the presence of negative incongruity between individual's desired state and the state they are in, but also in the absence of it (Luhmann & Hennecke, 2017). Life satisfaction is an important element

of motivating individuals to influence their mindset and the circumstances of their lives (Razzeti, 2019). By adapting goals, guidance in how to do so is offered by the various reform programmes offered to previously incarcerated adults (Luhmann & Hennecke, 2017).

Motivation and life satisfaction work together as life satisfaction means the positive feeling toward different elements of an individual's life and this in turn causes personal motivation (Heady & Muffels, 2017). However, Life satisfaction is based on the positive advances of aspects that individual's value in their lives (Ackerman, 2020). This can be a negative factor in the lives of offenders, and they value criminal activity, and have a negative mindset. The mindset of an older person is difficult to change as it is imbedded in their upbringing (Razzeti, 2019). When offender experience life satisfaction within their criminal lives, especially after being in prison, they might be motivated to continue engaging in criminal activity (Moya, 2018). This will in turn defeat the efforts of the reform programs.

2.5 Sense of Belonging

A sense of belonging is an important component of human life, having a sense of belonging is crucial, taking into consideration the labels individuals give themselves and others (Wickham, 2017). Individuals are inherently a part of a group, members of families, sporting teams, spiritual groups, charities, nationalities and many other, nearly every aspect of a human's life revolves around belong in some way (Wickham, 2017). A sense of belonging is a basic human need, as basic as food or shelter. An individual's sense of belonging is important in seeing the value of their life and facilitates the coping and overcoming of intensely painful emotion (Hall, 2015). Sense of belonging is important to consider when evaluating the impact that reform programs have on the life improvement of previously incarcerated adults. This is because the sense of belonging created and facilitated by the programs will be impactful in the lives of offender (Brown, 2020). It will motivate progression and positive feelings towards their community and themselves (Razzeti, 2019).

Mental and physical health cannot be separated from the importance of experiencing a sense of belonging, social bonds that come along with a sense of belonging are protective elements for helping manage stress (Hall, 2015). When people experience a sense of belonging and the support that comes with it (Hall, 2015). They realise that

they are not alone and are often able to cope effectively with difficult obstacles in their lives. Through this, coping with challenges lower the mental and physical impacts of these situations (Wickham, 2017). Through the sense of belonging created by prison reform programs, offenders become equipped with the skills to overcome hardships and deal with challenges as they feel supported. This forwards the rehabilitation and reintegration of offenders into society as they will be able to deal with difficult situations and not resort to reoffending (Campbell, 2016; Moya, 2018; NICRO, 2020).

There is different way to create a sense of belonging, both individually and collectively. Collectively creating a sense of belonging involves active participation and practice, to find similarities and grouping accordingly (Hall, 2015). People value making a difference and impacting others, therefor finding similarities is a productive way of creating a sense of belonging (McLoed, 2020). This can be seen in offender reform programs as offenders who have been released earlier than others can find value in sharing their release in reintegration experiences with newly released offenders (NICRO, 2020). The offenders have similarities and share the experience of overcoming prison life, this creates a sense of belonging. Another way of creating a sense of belonging is to create an atmosphere of acceptance of people, by making individuals feel accepted (Razzeti, 2019). Offenders will not feel as if they don't belong, but rather be motivated to participate in behaviour suitable to the group (Moya, 2018).

The term self-esteem can be used to describe an individual's sense of worth and personal value, it is seen as a personality trait and is the level of appreciation individuals have for themselves (Razzeti, 2019). Self-esteem plays a big role the motivation an individual has for success in their life, low self-esteem can prevent them from succeeding as they do not believe they are capable of success (Heady & Muffels, 2017). Different levels of self-esteem can be a negative factor, low self-esteem can make individuals feel defeated in life and motivate them to make irrational choices or prevent them from living up to their full potential (Cherry, 2019). This is arguably the reason behind the destructive choices that offenders make. On the other hand. Healthy self-esteem can result in narcissistic behaviour and can cause damage to personal life (Cherry, 2019). This can be challenging for reform programs as offenders might not see fault in their behaviour (Moya, 2018).

Sense of belonging and self-esteem are two of the basic human needs mentioned in Maslow's hierarchy of needs (McLeod, 2020). Maslow's hierarchy of needs is a motivational theory in psychology, and consists of five levels of human needs, depicted as a pyramid with hierarchical levels (McLeod, 2020). Basic needs consist of food, shelter and sex, and after these needs are sense of belonging and self-esteem. Sense of belonging is a social need as it motivates positive behaviour (Maslow, 1943). Esteem needs comes after belonging, there are two categories to this which is, esteem for one's self, which consists of achievement, dignity. Secondly is the desire for reputation and respect from others (Luhmann & Hennecke, 2017). These needs are important to individuals and motivates their pursuit of self-improvement.

A sense of belonging is the degree to which an individual feels a part of something, whether it be a group, organization, or family (Hall, 2015). Although reform programs use creating a sense of belonging as a key aspect to help offenders, many people who engage in criminal and gang activity grew up in difficult situations (Plessis & Lombard, 2018). With offenders coming from difficult situations and broken families, they often find a sense of belonging and family within gangs or negative groups of friends (Moya, 2018). This creates a loyalty complex within the offenders and participating in activities provided by the reform programs will represent betrayal to their affiliates. This sense of belonging they find within their criminal life will take dominance over the efforts of the reform programs (McLeod, 2020). Therefore, motivating offenders to return to their lives before incarceration as it is a sense of familiarity and comfort.

Creating a sense of belonging for offenders facilitates the regulation of self-esteem, most offenders have low self-esteem when they are released from prison as they feel ashamed and outcasted by their communities (Heady & Muffels, 2017). As mentioned above reform programs work on the building of skills and relationships with offenders and their loved ones and community, this will arguably boost self-esteem. By boosting self-esteem, it will help offenders realise their potential and be motivated to seek employment, rehabilitation and want to better their lives (Cherry, 2019).

2.6 Linking Literature to Research

This study will use the discussed theories and research to find a possible solution to the problem. Firstly, rehabilitation within reform programs need to be considered, to understand the methods and interventions used to achieve positive impact.

Rehabilitation has been a method of intervention for many years and the use of it within reform programs must be impactful and life changing to offenders (Moya, 2018). Through looking at Friendship et al.'s integrated model to evaluate the impact of interventions, it can be seen that rehabilitation and intervention has many different contributing factors from both facilitators and offenders which contribute to the success of it (Robinson & Crow, 2009).

Personal and sociological factors such as motivation, self-esteem, well-being, and life satisfaction are all factors of life that are impacted through life changing experiences such as being incarcerated (Plessis & Lombard, 2018). However, these are all factors that are positively impacted by the skills and help gained from reform programs, this is because reform programs create a sense of belonging within a safe place (Government, 2020). A good sense of belonging, well-being and self-esteem encourages growth and positive behaviour in offenders, these are all created and motivated within the reform programs (Cherry, 2019). This will make offenders want to have a good relationship with their families, find a job and stay away from criminal activity, thus impacting their lives positively and creating a foundation for sustainable rehabilitation (Luhmann & Hennecke, 2017).

Lastly, it can be argued that reform programs can reduce crime rates by impacting offenders individually. Port Elizabeth is ranked in the top three most dangerous and violent cities to live in within South Africa (Writer, 2019). This is because of many criminal activities, and offenders reoffending, this can be because of lack of knowledge about reform or rehabilitation programs available for offenders (NICRO, 2020). The reoffending and crime could possibly be because of negative sociological factors as mentioned above, and offenders not having the skills to deal with and overcome these obstacles (Campbell, 2016). By creating more awareness on reform programs available in the Nelson Mandela Bay it could reduce reoffending and in turn reduce crime rates.

3. Research Design and Methodology

3.1 Research Paradigm

Research paradigms are used to guide scientific studies by means of their assumptions and principles, understanding paradigm-specific assumptions to help illuminate the quality of findings that support studies in identify gaps and generating sound evidence (Park, Konge, & Artino, 2020). The selected research paradigm of this study is the interpretivist paradigm. The interpretivist paradigm employs the belief that reality is multi-layered and complex, and a single phenomenon can have multiple interpretations (Integrity, 2016). In studying a phenomenon, research techniques are used that will help the researcher understand how people interpret and interact within their social environment (Integrity, 2016).

This study adheres to the interpretivist research paradigm as it puts focus on observing the impact that community programs have on the lives of previously incarcerated adults. Thus, observing the interaction that offenders have with their social environments such as family dynamics, life after prison release and reform programs. The use of the interpretivist paradigm will allow the study to gain in-depth knowledge into the reform programs to make an informed observation and sound conclusion.

The facilitators of the reform programs will be participating in the study, these facilitators work closely with offenders through the program and after it is completed. Since the participants have observed the behaviour of offenders and how the programs impact them. The facilitators can then provide data on the behaviour of the previously incarcerated and to what extend the programs influence them. The in-depth knowledge and understanding within the study will be drawn from the type of rehabilitation and support offered by organisations such as NICRO to the offenders. The life improvement, life satisfaction and successful rehabilitation of the previously incarcerated adults are all factors of the study that must be observed for a conclusion to be determined. As these factors form part of the offenders' social environments and interactions.

3.2 Research Approach and Design

The study has an empirical verification, which assumes that the researcher can rely on the perception of the world to provide accurate data (Johnson, 2019). This suggests that the negative perception the world has of prisoners and offenders and the positive,

hopeful, and realistic perception that the facilitators and creators of the prison reform programs have of offenders. The researcher must assume that the data collected for the study is value free, this means that if strict methodological protocol is followed to conduct the research. The collected does not have subjective bias allowing the researcher to achieve objectivity (Johnson, 2019). If this is not present, and the researcher works directly with the offenders, there might be a level of subjectivity. Therefore, the researcher must follow the methodological protocol of the study and has worked with the facilitators to ensure an objective position to the data collected which are qualified social workers. The positivist research paradigm is grounded on the belief that there is an objective reality that can be known to the researcher (Johnson, 2019). Such as the researcher knowing the reality of the world and prison held by the offender and the facilitator. In this why the researcher will be sure to use correct methods, such as questionnaires, and apply the method correctly to find data (Johnson, 2019).

The first step in qualitative data analysis is to go through the data to break it down into pieces that can be examined closely to compare for relations, similarities, and dissimilarities (Khandkar, 2020). Different parts of the data are marked with appropriate labels or 'codes' to identify and group them for further analysis.

3.3 Unit of Analysis

The unit of analysis refers to the entity that is meant to be studied for the research proposal (Trochim, 2020). It consists of individuals, groups, artefacts (books, photos, newspapers), geographical units (town, census tract, state) social interactions (Trochim, 2020). The unit of analysis for the research study will be the information collected from the facilitators of the reform programs. This will be the answers to the provided questionnaire, answered by the facilitators of the said reform program, who are qualified social workers. This is the data that be analysed using the abovementioned data analysis methods.

3.4 Population and Sampling

The population of the study will be made up of social workers who work with NICRO programs. Social workers in a South African context can be defined as a professional who specializes in supporting individuals and their families through difficult times (Prospects, 2020). They ensure that vulnerable individuals, both children and adults are safeguarded from harm (Prospects, 2020). Social workers essentially play a role

in helping people improve the outcomes of their lives. The study uses social workers as the population because of the purpose of their work in the NICRO program. The study focuses specifically on the life improvement of previously incarcerated adults, as such it is understandable that social workers have the most informed perspective of how impactful the program is. This is because their work is based on maintaining professional relationships and act as guides and advocates in the way offenders live their lives after prison. Using the offenders themselves as the population for the study would not give comprehensive insight to their levels of improvement. This is because they do not have the professional and general knowledge of the effects of the program but might only have their individual perspective.

3.5 Sample

This sample of this study consists of four qualified and registered social workers who work for the NICRO NPO. The social workers who are participating work specifically with the reform and rehabilitation programs offered for previously incarcerated adults. This is because NICRO offers many programs for offenders, prisoners, and crime prevention but the study needs only needs the insight and opinion of social workers who work with adults released from prison. The four participants also work with the NMB based NICRO program and have been working with the program for more than one year. The progression and positive change of the offenders are also evaluated after one year of participating in the program, for the purpose to gain comprehensive insight for the study.

The study makes use of expert sampling, which is a sub-division of purposive sampling. Which is drawing the sample of the study from experts in the field of interest, which the study is based on (Trochim, 2020). In this case it is qualified social workers. Expert sampling is necessary for this study as it is used to gain the opinions and further information from the expert in the field of interest (Trochim, 2020). The sample includes social workers from different NICRO programs, such as the adult skills development, diversion, and offender reintegration programs. These programs all focus on different factors that contribute to the reform, rehabilitation, and reintegration of offenders. This is to draw conclusive information and insight on how the different programs work and meet needs of different types of offenders. It is also so that the impact and success rate of the different offered programs can be contrasted.

4. Data Collection Method

The data for this study was collected by means of a questionnaire created via QuestionPro, which includes open-ended and closed-ended questions. Questionnaires and surveys are normally used for qualitative data collection and qualitative data collection usually consists of interviews (Collins, 2010). However, due to the COVID-19 2020 South African lockdown regulations, face-to-face contact is limited (Government, 2020). For this reason, the researcher made use primarily of emails to communicate with NICRO NMB manager. Documentation such as informed consent forms and the questionnaire was also distributed via email. There were also scheduled phone calls between the NICRO NMB manager and the researcher to clear up any discrepancies, misunderstandings, and ambiguity of documentation.

4.1 Practical Implementation

The social workers of the NICRO reform and rehabilitation programs who participate in the study were informed by their manager who was emailed by the researcher. This information consisted of an informed consent form, which was filled in by the participants. This is to ensure that they acknowledge and understand the purpose of the study. The participants are also guaranteed complete anonymity. Once that was completed, the researcher sent the questionnaire, which contains the questions that had to be answered to contribute their information and knowledge as data to the study. The questionnaire allowed the participants to give their opinion. The open-ended questions allowed them to express their opinion freely.

The questionnaire is used to determine whether the offenders of the programs have in fact changed their lives. By asking the facilitators of NICRO programs, who are qualified social workers if the offenders have shown positive or negative results three months after completing the said program. The questionnaire will investigate whether offenders are consistent with program attendance and cooperation while they are completing the program or after they have completed it. It also provides information on the demographics of the offenders in the programs and provide the researcher with statistics. Such as which prisons most offenders are from, which conditions and personal influences influence or impact the progress of offenders during and after the programs.

5. Data Analysis

Qualitative data refers to any non-numeric information, such as interview transcripts, notes, video and audio recordings, images, and text documents (Collins, 2010). This study made use of the qualitative data analysis method, content analysis which is the categorising, tabulating, and summarising of verbal, textual and behavioural data (Collins, 2010). Coding, on the other hand is the careful reading and dividing of data into different analytical sections. Then by reading through transcripts, meaningful information can be found and put into their designated sections for interpretation (Nieuwenhuis, 2020). These are the data analysis and interpretation methods used for this study.

5.1 Data Analysis Application in study

The data was collected, as mentioned, using a questionnaire. The researcher then made use of thematic analysis, which is a subsection of grounded theory. To categorise and summarise the textual information present in the answered questionnaires. The textual information refers to the answers and explanations given as answers to the open and closed ended questions presented to the participants in the questionnaire. By summarising and placing the information provided into categories it allowed the researcher to find patterns in the data and better interpret it.

The data was critically analysed by means of the data analysis method “coding”. Coding is the process of labelling and organizing qualitative data to identify different themes and relationships between the data (Thematic, 2020). The researcher has made use of content analysis, which is a form of coding. It refers to the categorization, tagging and analysis of emerging themes of qualitative data (Thematic, 2020). This includes combining the results of the analysis with behavioural data for in-depth insights. This was done by sorting similar words and sentences into different groups using excel spreadsheets and giving them different tags based on what category they fall into. With regards to the rates and number of similar answers given by the participants, the researcher made use of the pie chart illustration provided by questionpro. By using the pie charts provided by QuestionPro and the coding and categorisation of the data was effectively analysed for further interpretation.

6. Findings and Interpretation of Data

This qualitative study has made use of the qualitative data analysis methods such as coding and content analysis as mentioned in the previous section. This study focuses specifically on a non-profit organization called the National Institute for Crime Prevention and the Reintegration of Offenders (NICRO). The study at hand seeks to answer the research question which is, to which extent a NMB reform program influences the life improvement of previously incarcerated adults. To answer this, the unit of analysis, which is questionnaires answered by Social workers who work with the offenders registered with NICRO, is interpreted, and linked to the literature of the study. The data collected, along with the literature is used to answer the research question.

6.1 Presentation of Results and Discussion of Findings

6.1.1 Rehabilitation in Reform Program

According to the literature of this study, Rehabilitation is used in prisons and programs used to reintegrate individual into society (Campbell, 2016). These programs are used to achieve reform in prisons and after release of offenders (Moya, 2018).

Figure 3: Social Worker's answers to whether rehabilitation helps offenders

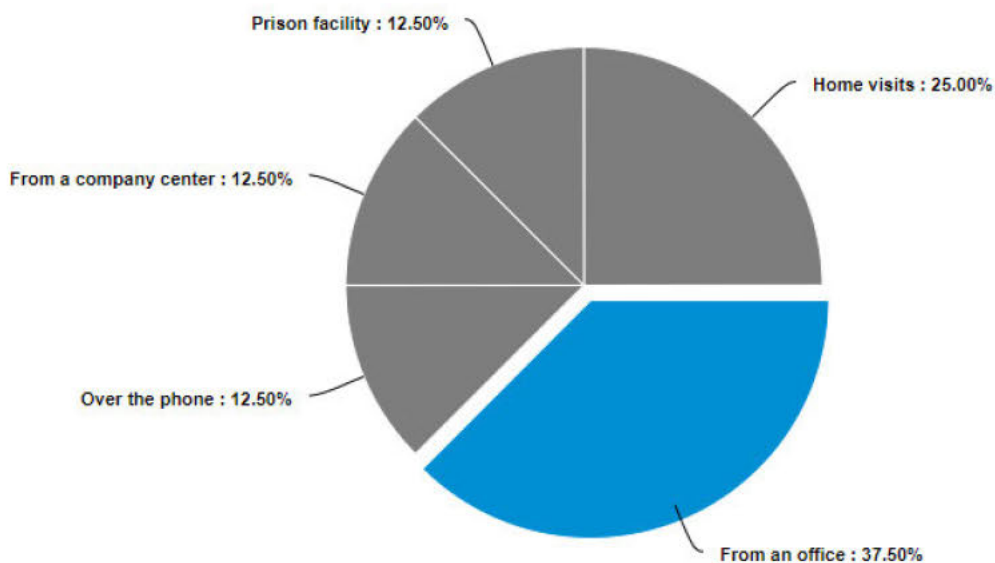
In your opinion, does the rehabilitation program help offenders?

10/23/2020	85758027	Rehabilitation helps in challenging the risk factors that contribute to offending. However, due to lack of adequate resources the impact of rehabilitation is questioned. There is high levels of unemployment and poverty in SA so offenders commit crime to meet basic needs. NICRO does not have enough resources to assist in meeting basic needs. Programs only try to deal with psychological aspects of the individual.
10/23/2020	85756537	Yes it does, it allows offenders a second chance at their assumed mistake
10/23/2020	85752623	Yes, it prevents them from having a criminal record. It also gives them a second chance at life
10/22/2020	85750470	Yes, especially first offenders

Within the answers provided by the NICRO Social Workers, it can be established that rehabilitation helps offenders with having a second chance after being released from prison. It also helps with the offenders realising where they went wrong.

As stated in the literature of this study, a rehabilitative program shares the structure of an educational curriculum (Robinson & Crow, 2009). A program contains a pre-set number of activities and inter-connected elements, in the criminal justice setting, program can be used to describe different initiatives such as schemes for young offenders, or therapy groups for drug addicts (Robinson & Crow, 2009).

Figure 4: Pie chart illustrating where programs are offered



As mentioned above, in the justice system reform programs run different initiatives, schemes and therapy sessions and group sessions. As seen in the pie figure 4, sessions are offered from different facilities such as the NICRO office, over the phone and even from the prison facility. This corresponds with the premise that there are interconnected elements between the prison reform programs provided by NICRO and an educational curriculum.

Figure 5: Social Workers' responses to how many sessions are offered weekly.

How many days a week are sessions offered?

10/23/2020 85758527 1 day to 10 days depending on the skills development program offered

10/23/2020 85758537 Once

10/23/2020 85758528 Once in a week

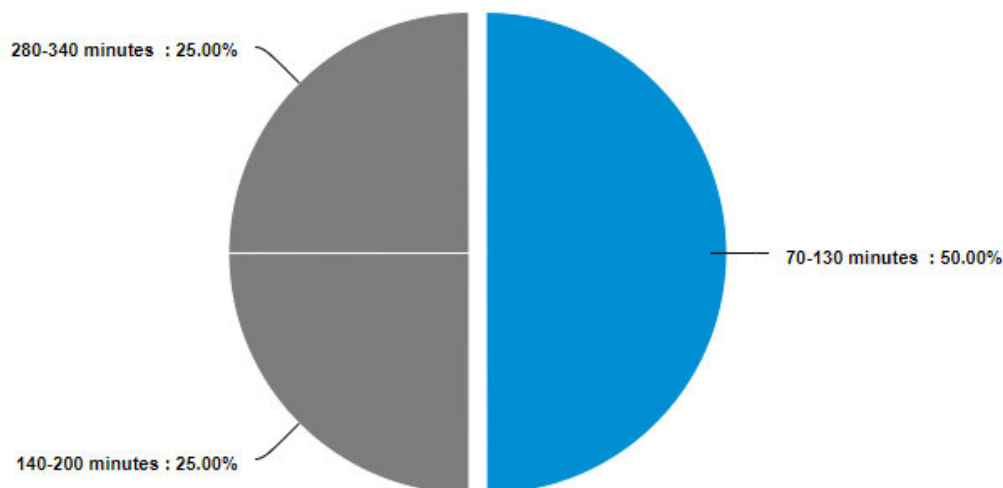
10/23/2020 85758478 1-5 days

Similarly, to a set curriculum, the data shows that the program offered by NICRO are based on the same principle. The sessions offered take place once a week, except for the 'skills development program' which takes place five days a week. This adheres the principle that for successful rehabilitation it should contain a pre-set number of activities.

Furthermore, as the literature suggests, rehabilitation is an aspect of encouraging change and reformation and is used primarily for positive change in offenders' lives.

The effectiveness of rehabilitation differs between that of the facilitators and the offenders (Brown, 2020). In the facilitators' perspective, offenders should be subjected to programs that result in the successful rehabilitation and reintegration into community after release (Plessis & Lombard, 2018).

Figure 6: Pie chart illustrating time invested into a single offender in the program.



As seen in the figure above, the answers given by the participants, the time a social worker invests in a single offender exceeds two hours (120 minutes). It can be argued that the amount of time invested into an offender is to ensure that they are immersed in the program to ensure their success rehabilitation and reintegration.

6.1.2 Motivation and Life Satisfaction

Life satisfaction within the literature of this study is used to define happiness in different contexts, but these are in fact different things. Life satisfaction is the full evaluation of an individual's life, on different levels of happiness (Ackerman, 2020). While motivation can be defined as an element that causes willingness (Dictionary, 2020). Motivation is wants or needs that guide behaviour toward a goal, the feeling to behave in ways that will please certain conditions such as goals and ambitions (Lumen, 2020). In relation to reform programs. The aim of such programs is to allow offenders to become motivated and satisfied with their lives to the point where they don't feel the need to resort back to criminal activity.

Figure 7: Social Workers opinion on most helpful NICRO program

Which program is most helpful to previously incarcerated adults?	
10/23/2020 85758327	Skills development programs
10/23/2020 85756537	I would say Adult Life Skills programme
10/23/2020 85752623	Adult life skills groups , Adult Substance Abuse , IPV , Skills Development & VOM
10/22/2020 85750470	Adult life skills

As depicted in the answers given by the participants, the skills development program, as a form of reform was unanimously named as the program with the highest success rates by the participants. According to the findings, the reason for the high success of the skill-development program is because it provides sustainable skills and reminds the offenders of their abilities.

Figure 8: Social Workers opinions on how the skill development program helps offenders

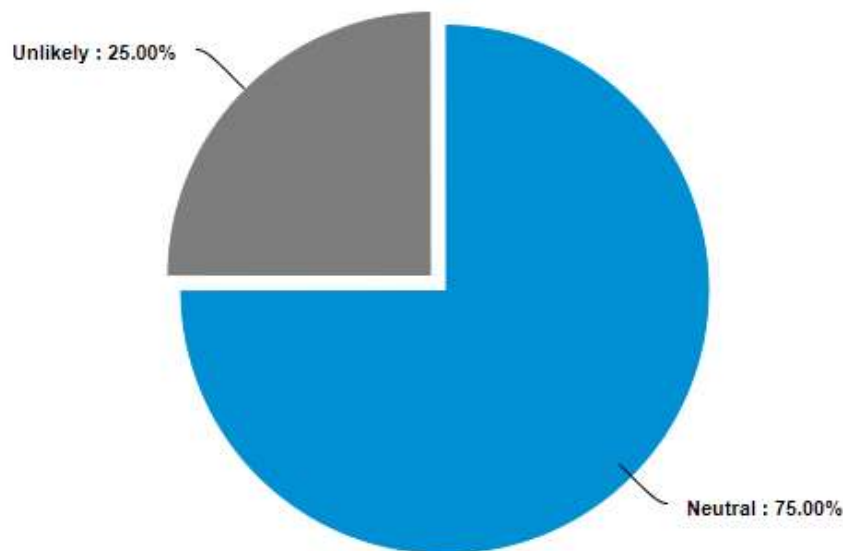
Does the program mentioned in the previous question offer help for those who have been incarcerated?	
10/23/2020 85758327	it provides them with skills so that they can start up informal businesses within the community
10/23/2020 85756537	Yes , provides basic life skills and reminder to things we should adhere to
10/23/2020 85752623	Yes it does. In most cases it addresses a lot of ignored/ neglected personal issues affecting the clients
10/22/2020 85750470	Yes

According the collected findings, NICRO aims to achieve this by including the offenders in different programs that teach them skills such as art and crafts, welding, bricklaying, nails and hairdressing and computer skills (NICRO, 2020). Developing these skills will allow offenders to obtain employment and income without them having to engage in illegal activity and drug use. When referring to the literature, it is seen that the program must have a pre-set number of activities (NICRO, 2020). This is arguably to keep the offenders motivated and interested to achieve life satisfaction

Table 2: Duration of offered skills development programs

Program	Number of days
Computer skills	5
Welding	5 – 10
Bricklaying	5 – 10
Arts and Crafts	5 - 10
Nails	5
Hairdressing	10

The skills development programs take five to ten days to complete as illustrated above. The programs also adhere to designated sessions and does not hinder the personal lives of the offenders. It can be argued that the frequency of the skill development programs keeps the offenders motivated and generates support from their families and communities.

Figure 9: Pie Chart illustrating likelihood of employment after life skills program

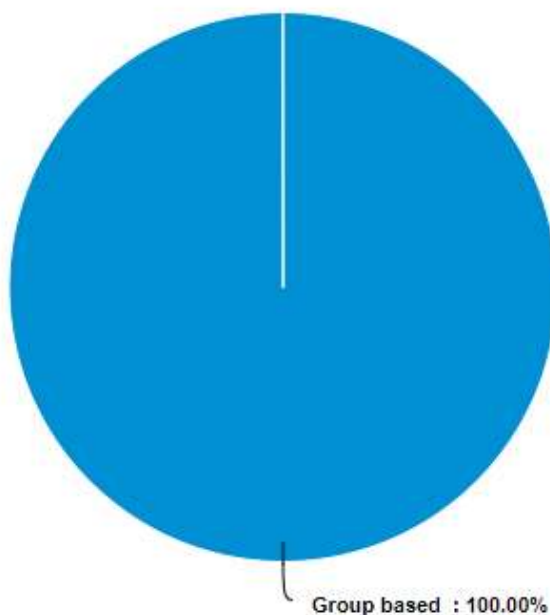
As depicted above, only a quarter of the Social workers thought that unemployment after the program is unlikely. This makes it arguable that majority of offenders who take part in the programs can find employment after.

6.1.3 Sense of Belonging

According to the literature of the study, a sense of belonging is an important component of human life (Wickham, 2017). Individuals are inherently a part of a group, whether it be as a family member, on a sports team, church member, member of a nationality, nearly every aspect of a human's life revolves around belonging to

something or fitting in somewhere (Wickham, 2017). Experience a sense of belonging and support helps people realise that they are not alone and are often able to cope effectively with difficult obstacles in their lives. This promotes the success of the rehabilitation and reintegration of offenders into society as they will be able to deal with difficult situations and not resort to reoffending (Campbell, 2016; Moya, 2018; NICRO, 2020).

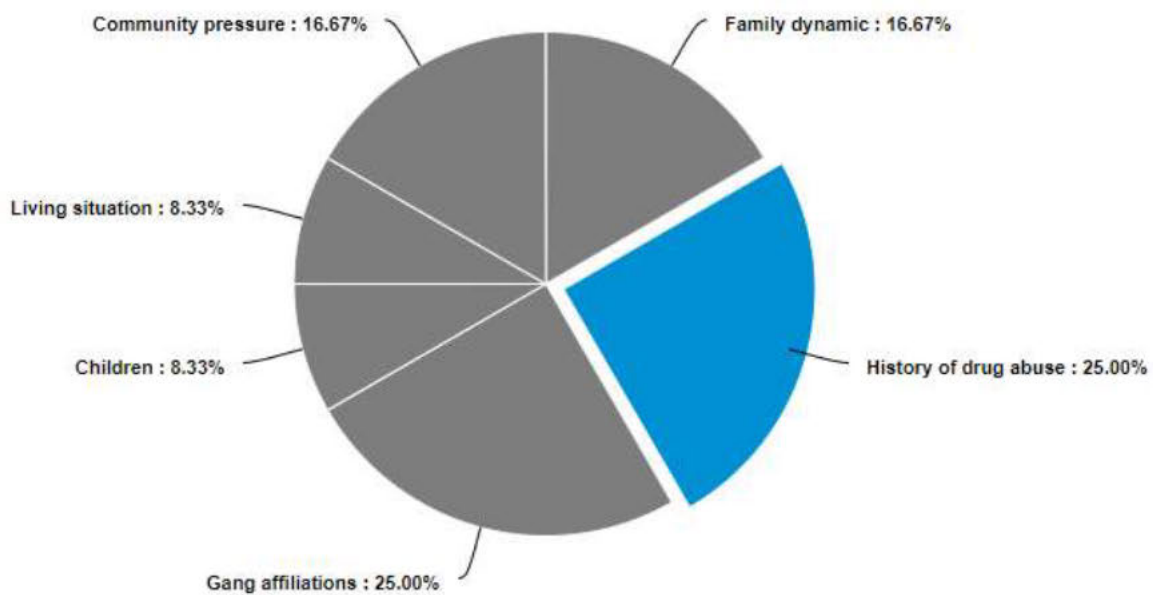
Figure 10: Pie chart Illustrating percentage of group-based programs.



It can be seen in the findings that NICRO creates a sense of belonging as means to achieve successful rehabilitation and reform in the lives of offenders. This is because, in the provided answers to the questionnaire it is evident that programs are group based. By offering programs to groups of offenders, they might feel a sense of belonging as they are not alone and find motivation in that. The participants also stated that the different programs are consistently delivered as the same place by the same facilitator and social worker. This creates a feeling of safety among offenders and allow them to build trust and a relationship with their social workers.

However, sense of belonging is also problematic to the success of the program in the rehabilitation and reform of offenders. When asked “which aspect of offender’s personal lives hinder their success in the programs?” the most frequent answers provided by the social workers were as follows:

Figure 11: Pie chart illustrating hindrances in offenders' reform success



Firstly, the data shows that the most frequent disturbance to offenders' success in the program, that can possibly cause them to reoffend are drug abuse history and gang affiliations. This could arguably be because gangs provide a sense of belonging and loyalty. The second largest disturbance to offenders is those who have difficult home situations and family relationships. It is arguable that the lack of healthy family dynamics demotivates the offenders to follow the program and thus preventing them from experiencing a sense of belonging.

Figure 12: Social Workers' opinions on family dynamics and personal influence on program success.

Does family dynamics and cultural influences play a role in the success of rehabilitation programs? Please provide a brief explanation to substantiate the answer given.

10/23/2020 85758027 Yes, family is a major risk factor for criminal behavior. Strong families are protective factors against crime. Cultural preachers should be positive and not negative.

10/23/2020 85758537 Yes, most offenders are living under difficult family situations. The family structure can build or destroy a person.

10/23/2020 85752623 Yes, in some cultures for example men don't believe therapy works, it's like someone is telling them how to live their lives.

10/23/2020 85750470 Being raised by a single parent, or the role you possess in your community is a huge factor in making and breaking you.

Lastly, as seen in the answers provided above, community is often the primary source of belonging for many people. There might be a stronger sense of belonging from the community and cultural groups than what is created by NICRO. However, many communities where offenders are from are gang ridden, has high crime rates and are unsafe which is problematic for the progress of positive reinforcement.

6.2 Addressing research problem and research questions

RQM: What is the impact that a Nelson Mandela Bay reform program has delivered on the life improvement of previously incarcerated adults?

The NMB reform program that was used in this study is NICRO, which focuses on providing comprehensive crime prevention, rehabilitation, and reform services to offenders during and after their prison sentences. According to the literature of the study, when looking at the context of offender rehabilitation, defining what is meant by a program or reform program is not a simple task (Campbell, 2016). A program can be defined as “a planned sequence of learning opportunities” (Robinson & Crow, 2009). These planned learning opportunities provide the chance for offenders to correct their mistake and learn from it to prevent them from reoffending. When taking the collected data into consideration, NICRO impacts the lives of offenders by providing them with resources to develop skills to boost employment and self-confidence.

RQ1: What are reform programs?

As mentioned in the main research question, a reform program is an activity or curriculum that is followed by participants and requires in depth intervention and active participation be successful (Campbell, 2016). NICRO can be considered a reform program as it provides several programs that are inclusive of all offenders both in prison and after their sentence is completed. It also requires participation from the offenders to ensure their successful rehabilitation and reintegration into their community.

RQ2: How do reform programs improve the life of individuals?

It can be seen in the findings of the study, NICRO impacts the life course of offenders, and this is achieved by assigning the offenders to trained social workers in the field of rehabilitation to work with the offenders in group settings. Which provides sense of belonging and sustainable skills in different fields, to bring about change and allow for motivation and life satisfaction. However, the program has inadequate resources and cannot always control and provide help in all aspects of how the program yields results.

RQ3: What is the importance of reform programs?

According to the literature, South Africa and Nelson Mandela Bay has several prison rehabilitation and reform programs that help prisoners and previously incarcerated

adults (Government, 2020). Such programs focus on facilitating the rehabilitation and reintegration of offenders to adjust to life after prison (NICRO, 2020). This is important as there are fluctuations in crime rates and reoffending, therefore, programs such as NICRO are important as they aim to reduce crime and reoffending. While creating sustainable income and contributing members of society.

RQ4: How do reform programs involve previously incarcerated adults?

As previously discussed within the findings, NICRO includes offenders in skills development programs while they are in prison. The program then continues with sessions of specific skill development at the NICRO facility after they are released, which is when offenders are considered 'previously incarcerated adults. By providing programs in group settings, it requires active engagement from the offenders, this provides inclusion for all and develops skills to work in teams, which is helpful when seeking long-term employment.

This study has therefore used both the literature and interpreted findings to answer the main and secondary research questions. The study has investigated the work and functioning of a NMB reform program to understand the impact it has on the lives of previously incarcerated adults.

6.3 Validity and Reliability of findings

In qualitative research, validity or trustworthiness and reliability or consistency are employed in terms of the credibility, transferability, dependability, and confirmability of the data analysis methods and results of the study (Dissertation, 2020). It is important to understand that dependability is an inherent trait of qualitative research. There must be credibility in order to have dependability (Dissertation, 2020). The qualitative researcher must explain how dependability and credibility are assured and in the research methodology and documented in the data and findings collected (Dissertation, 2020). Validity in qualitative research shows consistency and trustworthiness regarding activities and events associated with the spectacle as signified by the results of the study explored in the research (Golafshani, 2003). Validity and reliability increase the transparency of the study and decrease opportunities to insert researcher bias in qualitative research (Singh, 2014). The researcher ensures reliability and validity of this study based on the ability to maintain neutrality, and trustworthiness (Golafshani, 2003).

6.3.1 Validity of findings

The validity or trustworthiness of the findings are ensured by the researcher through making sure that all participants are qualified social workers, who work for the Nelson Mandela Bay reform program NICRO. The social workers also received an informed consent form, ensuring that they understand what is required of them when answering their questionnaires and what their information will be used for. The participants have complete ensured anonymity, this allowed for truthful answers as their identity is not required for the purpose of the study. This ensures that the findings are in fact valid and trustworthy.

6.3.2 Reliability of findings

Reliability or consistency of the findings are ensured in the same way validity is. The questions posed within the Questionnaire provided to the participants all pertain to the rehabilitation and reform of previously incarcerated adults. The consistency of the findings is also ensured as all participants in the study are social workers who work with the NICRO reform programs in question. This allows the researcher to investigate the successfulness of the specific reform programs in question as related to how it impacts the lives of previously incarcerated adults. The reliability of the finding is seen in the way it corresponds with the literature of the study.

7. Conclusion

7.1 Anticipated Contribution and Final Conclusion

This section is to emphasise the mere anticipation that the researcher has as to the contribution this study will make beyond the existing literature provided on the topic at hand. How the researcher aims to add to field of study by going about the research in the manner discussed above in the research plan. As mentioned, this research will contribute to the field of socialism, and serve as information for both offender who are released from prison and prisoners alike. This could provide them with information on how to get help with reintegrating into society and what help is available for them if the programs are conducive for them to develop in. The literature on the subject will also make offenders aware on why such programs and they help they offer are important. This research study will also help the families of offenders and they can find information to help them understand how to help their loved ones. The facilitators of reform programs other than NICRO can also draw information from this study. Not only from the information on how NICRO works and helps offenders, but from the literature provided based on reform programs. This study is mainly constructed for the facilitation and improvement of reform programs as they will be able to use the data to determine what does not work and improve on it.

7.2 Ethical Concerns

Ethical concerns consist of the fact that with all participants should remaining anonymous, the researcher has provided an informed consent sheet to address this concern. The researcher has insured that the participants were able to give informed consent, which is making sure the participants know exactly what the study is, and what it will be used for (Marianna, 2019). In addition, the researcher has provided the NMB NICRO manager with a gatekeeper's consent form, ensuring that the information given on the NICRO programs can be used in the study, along with the name and identity of the organization.

The validity and reliability are also of concern, as the account given by the facilitator can be misconstrued. The offenders can also be deceitful on how effective the programs are and how well they are progressing. This can then lead to the facilitators believing the program is more successful than what it is. The information given to the researcher will then be inaccurate and lead to misinformation in the study.

Trustworthiness also had to be insured, this is the degree of confidence in data, interpretation, and methods used to ensure the quality of a study (Connely, 2016). Trustworthiness is considered by interpreting the data collected in a way that will be easily understood by the reader. However, the data may be misinterpreted by the researcher and this will lead to misunderstanding and misinformation of the research results. This will result in inaccurate data; therefore, the researcher has ensured proper data analyses for an ethically sound study.

7.3 Limitations of the study

Limitations of a research study can be defined as influences that the researcher cannot control (Thematic, 2020). They are shortcomings, conditions or influences that cannot be controlled but place restrictions on the methodology and conclusions of the study.

The number of qualified social workers that participated in the study is a limitation, this is because the required number of participants for the study is a minimum of five. However, there were only four NICRO employees, who are qualified social workers and work with the reform programs who were willing to participate. This could create possible downfalls withing the data collected, as the experiences of the programs and its results could differ from different social workers.

The participants of the study are the facilitators of the NICRO reform programs. However, this is a limitation, as the research does not know the personal account and experience of programs from the offenders' perspective. The researcher has a second-hand account of the program influence on offenders. This is problematic, as the offenders could be deceitful in how impactful the programs are leading to incorrect information in the study.

The lack of communication and contact restrictions during the South African Covid-19 Lockdown regulations proved to limit travel and locations of many people. This could have changed the impact of the programs, as conditions changed throughout the years. This could then lead to the data not being accurate to this year. It could also mean that the findings of the study can not be used in further research as it pertains to a period of a worldwide pandemic.

Addendum 1: Ethical Clearance

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EASTERN CAPE
PORT ELIZABETH
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27 August 2020

Student name: Demi George

Student number: 17045966

Campus: IIE Varsity College Port Elizabeth

Re: Approval of Honours Psychology Proposal and Ethics Clearance

HONOURS ETHICAL CLEARANCE LETTER

Your research proposal and the ethical implications of your proposed research topic were reviewed by your supervisor and the campus research panel, a subcommittee of The Independent Institute of Education's Research and Postgraduate Studies Committee.

Your research proposal posed no significant ethical concerns and your supporting documents and instruments are in order to proceed. We hereby provide you with permission to proceed with your research.

The campus research panel wishes you all the best with your research.

Addendum 2: Gatekeeper Consent

[08 August 2020]

Request for Permission to Conduct Research

Dear Lungile

My name is Demi George, a Bachelor of Arts Honours in Psychology student at the Varsity College, Port Elizabeth Campus. The research I wish to conduct for my Research Study involves the impact that a Nelson Mandela bay reform program has on the life improvement of previously incarcerated adults.

██
██
██████████ By means of a questionnaire.

I have provided you with a copy of the preamble letter and informed consent form to be used in the research process, as well as a copy of the research ethics approval letter which I received from the Campus Research Ethics Committee.

If you require any further information, please do not hesitate to contact me on ██████████ or via email at ██████████ or my supervisor via email at ██████████
Thank you for your time and consideration in this matter.

Yours sincerely,

Demi George
Varsity College

Carol-Anne Cash
Varsity College

Addendum 3: Questionnaire



Life After Incarceration



CONSENT FORM - RESEARCH

Dear Participant,

I am an Honours student (HPSY) at the Independent Institute of Education's Varsity College in Port Elizabeth South Africa conducting research on how a Nelson Mandela Bay prison reform program impacts the lives of previously incarcerated adults. The purpose of this study is to equip both previous offenders, program facilitators and future researchers with the information on what programs are available to rehabilitate offenders for reintegration into society. It will also give insight into how the programs work and how they achieve success for their participants.

You are part of a selected sample of qualified Social Workers who work with previously incarcerated adults, whose views we seek on the above-mentioned matter. We would therefore appreciate if you could answer the few questions in the provided questionnaire.

Your participation in this study is completely voluntary. There are no correct or incorrect answers. Please answer the questions as accurately as possible. However, if you feel uncomfortable answering any questions, you can withdraw your participation at any point.

With your granted permission we would like to use your answer sheets in the study. We would also like to ask your permission to utilize your feedback in the study and reference your opinions as a qualified Social Worker. If you have questions at any time about the questionnaire or the procedures, you may contact Demi George at [REDACTED] or by email on [REDACTED]. Thank you very much for your time and support.

To verify the authenticity of the study, please contact Mrs C. Cash via email on [REDACTED]. The research for academic purposes has been ethically cleared by the Ethics Committee of Varsity College.

• Are you above the age of 18?

☐ Yes

☐ No

• How long have you been working for NICRO?

☐ 3 months

☐ 6 months

☐ 9 months

☐ 12 months

☐ 15 months

• Which NICRO programme do you work with?

• Do you have a qualification that contributes to the field of rehabilitation?

☐ Yes

☐ No

• If you answered yes to the previous question, please state which qualification you have.

• In your opinion, does the rehabilitation program help offenders?

• If the rehabilitation program has a positive impact, in which way does it positively impact the lives of previously incarcerated adults?

If you could mention one negative aspect of the program you are involved in what would it be?

Row 2

• Which program is most helpful to previously incarcerated adults?

Does the program mentioned in the previous question offer help for those who have been incarcerated?

• In your opinion, what would you rate the effectiveness of the program mentioned Question 8. Please note that 1 is considered not effective and 10 is considered very effective.

1 10

1 - Not Effective / 10 - Very Effective

Name the Nelson Mandela Bay prison, where most offenders in the program are from.

- What is the level of success of the program mentioned in Question 8?

Please note that the rating is out of ten. 1 out of ten is considered unsuccessful and 10 out of 10 is considered very successful.

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

☐ 6

☐ 7

☐ 8

☐ 9

☐ 10

- In your opinion, what is the likelihood of job success for released offenders?

☐ Very likely

☐ Likely

☐ Neutral

☐ Unlikely

☐ Very unlikely

- Which race is most prominent race in the program mentioned in Question 8?

☐ Coloured

☐ White

☐ Black

☐ Indian

☐ Asian

☐ Other

- According to the programs data, which racial group has the most offenders?

- ☐ Coloured
- ☐ White
- ☐ Black
- ☐ Indian
- ☐ Asian
- ☐ Other

- Would you say religious beliefs contribute to the success or re-offending for program participants?

- ☐ Yes
- ☐ No

- Which racial group has a higher success rate?

- ☐ Coloured
- ☐ White
- ☐ Black
- ☐ Indian
- ☐ Asian

- Do you find the employment rate to be consistent across different races?

- ☐ Yes
- ☐ No

- Please provide a reason for the answer given in the previous question.

- Does family dynamics and cultural influences play a role in the success of rehabilitation programs?

Please provide a brief explanation to substantiate the answer given.

- Which racial group tends to be the most supportive in terms of assisting their family members who have been previously incarcerated?

- ☐ Coloured
- ☐ White
- ☐ Black
- ☐ Indian
- ☐ Asian

- Which racial group tends to be more difficult to work with?

- ☐ Coloured
- ☐ White
- ☐ Black
- ☐ Indian
- ☐ Asian

- Does race play a role in offenders having success finding employment?

- ☐ Yes
- ☐ No

If you answered yes to the previous question, please provide a reason why you said yes.

- Would you say communities are more understanding in one race group in comparison to other race groups?

Please justify your answer.

- Where is the program provided?

Please note that you can select more than one option.

- ☐ Home visits
- ☐ From an office
- ☐ Over the phone
- ☐ From a company center
- ☐ Prison facility
- ☐ None of the above
- ☐ All of the above

- How much time does the program invest in a single offender?

- ☐ 0-60 minutes
- ☐ 70-130 minutes
- ☐ 140-200 minutes
- ☐ 210-270 minutes
- ☐ 280-340 minutes

- Does the program run continuously when needed or are there designated sessions?

- ☐ Run continuously
- ☐ Designated sessions
- ☐ NA

• How many days a week are sessions offered?

• Are sessions offered by the same facilitators or different facilitators?

- ☐ Same facilitators
- ☐ Different facilitators

Are offenders more cooperative during the course of the program or after?

- ☐ During program
- ☐ After completing program

• Do frequent sessions hinder the personal lives of participants of the programs?

- ☐ Yes
- ☐ No

• Are the sessions mostly group based or one on one?

- ☐ Group based
- ☐ One on one

• Are group based sessions more or less successful than one on one sessions?

- ☐ Group based sessions are more successful
- ☐ One on one sessions are more successful
- ☐ NA

In your opinion, which aspects of offenders lives hinder their progress during or after the program.

select any options relevant

- ☐ Family dynamic
- ☐ Romantic relationships
- ☐ History of drug abuse
- ☐ Gang affiliations
- ☐ Children
- ☐ Living situation
- ☐ Community pressure

• If there is any information that you feel was not asked, but is considered important within NICRO, please feel free to provide such information in the comment below.

Addendum 4: Final Research Report Summary Document Table

PROVISIONAL TITLE: *The impact that a Nelson Mandela*

Bay reform programme has on the life improvement of previously incarcerated adults

Research Purpose/Objective	Primary Research Question	Research Rationale	Seminal Authors/Sources	Literature Review – Conceptual Framework	Paradigm	Approach	Data Collection Method(s)	Ethics	Anticipated Findings	References
To investigate how community programmes impact the lives of offenders	What is the impact that NMB reform programme-s have on the life improvement of previously incarcerated adults?	It is not known to which extent offenders need help to live sustainably after being in prison		Theme 1: Life satisfaction Theme 2: Employment Theme 3: Reintegration into Society Theme 4: Sense of belonging	Paradigm Positivism or, Interpretivism, or Critical Realism, or Other Epistemology What do you want to do/achieve with the knowledge you will generate?	Qualitative Population Population Parameters Facilitators of community programmes	Questionnaire made using QuestionPro	Anonymity Confidentiality Informed consent		
Research Problem	Secondary Questions/Hypotheses/Objectives	Key Concepts	Key Theories	Theme 5: Rehabilitation Theme 6: Self-Esteem Theme 7: Motivation	Ontology Do you think reality is 'real' and governed by laws? Is reality a social construction? Or is reality a combination of the above? Axiology What do you value in terms of research? What should research be or do?	Sampling Probability or non-probability Probability sampling Size 10 Facilitators	Data Analysis Method(s) Unit of Analysis Data obtained via questionnaire Data Analysis Method(s) Graph's and spreadsheets	Limitations Anticipated Contribution		
To success fully integrate offenders into society and the job market	What is the importance of reform programme-s? Do they help improve the lives of offenders? What are community programme-s?	Employment Well-Being Reintegration into society Community programmes Life-satisfaction	Rehabilitati-on Theory Motivational Theory of Life Sense of Belonging							

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