



# **Scoping and developing the potential for SAPS online service delivery**

by

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## Summary

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This study gives guidelines to enhance online service delivery by the South African Police Service (SAPS) by means of its website. It makes various recommendations to achieve this, following various investigations.

The SAPS describes its primary goal as “service to the public”. This is in line with the South African government’s *Batho Pele* (“People first”) initiative to improve the delivery of public services.

However, as society is changing in response to the demands of the Internet Age, service providers (for the purpose of this study, police agencies) must, too, adjust. The application of e-Governance will enable these agencies to serve the public with a wide variety of information and services. This study makes recommendations in this regard as well.

In the initial study for this work user needs regarding the establishment of the SAPS website were assessed. Subsequently a study was conducted to determine best practices in various English-speaking countries, using an evaluation framework compiled for this purpose. Based on the results gained a measuring instrument was designed to evaluate the SAPS website. Four expert evaluators were then requested to do so.

This resulted in an assessment of possible shortcomings of the SAPS website and recommendations for enhancing online service delivery and e-Governance.

**KEYWORDS:** South African Police Service (SAPS); SAPS website; SAPS website audit; e-Government; *Batho Pele* (people first); service delivery; police agency; user needs; website best practices; websites evaluation framework; websites evaluation instrument; expert evaluators

# Contents

## Acknowledgements

## Summary

<b>CHAPTER 1 – INTRODUCTION AND FIELD OF STUDY .....</b>	<b>1</b>
<b>1.1 Introduction .....</b>	<b>1</b>
1.1.1 Service delivery .....	1
1.1.2 Online presence for the SAPS.....	3
<b>1.2 The SAPS customer expectations measure .....</b>	<b>5</b>
1.2.1 Ask Africa methodology .....	5
1.2.2 Design and sample .....	6
1.2.3 Analysis .....	6
1.2.4 Ask Africa final report.....	6
1.2.5 Conclusion and recommendations .....	7
1.2.6 Criticism of Ask Africa survey .....	8
<b>1.3 Aims of study .....</b>	<b>9</b>
<b>1.4 Methodology .....</b>	<b>9</b>
<b>1.5 Demarcation of field of study .....</b>	<b>10</b>
<b>1.6 Definition of concepts .....</b>	<b>10</b>
<b>1.7 Organisation of dissertation.....</b>	<b>11</b>
<b>1.8 Conclusion .....</b>	<b>12</b>
<b>CHAPTER 2 – SURVEY OF LITERATURE .....</b>	<b>14</b>
<b>2.1 Introduction.....</b>	<b>14</b>
<b>2.2 Guidelines for an effective website .....</b>	<b>17</b>
2.2.1 A user-centric website .....	17
2.2.2 Differences: Web-based and print publications .....	19
2.2.3 Content and information management .....	20
2.2.4 Information architecture .....	21
<b>2.3 e-Government .....</b>	<b>22</b>
<b>2.4 Gartner Group’s e-Government model.....</b>	<b>24</b>
<b>2.5 Web strategy .....</b>	<b>25</b>
<b>2.6 User needs assessment.....</b>	<b>26</b>
<b>2.7 GCIS website evaluation or audit.....</b>	<b>27</b>
2.7.1 SAPS website audit .....	27
<b>2.8 Conclusion .....</b>	<b>28</b>
<b>CHAPTER 3 – REQUIREMENT OF THE SAPS WEBSITE AS A SERVICE DELIVERY TOOL</b>	<b>30</b>
<b>3.1 Introduction.....</b>	<b>30</b>
<b>3.2 Objective of SAPS website query analysis .....</b>	<b>31</b>
<b>3.3 Research design .....</b>	<b>31</b>
<b>3.4 Analysis of queries.....</b>	<b>33</b>
3.4.1 SAPS website: Internet queries from users: April 2001 .....	33
3.4.2 Biographical details of SAPS website users who e-mailed queries (April 2001 to May 2002).....	34



3.4.3	Queries grouped in categories (see also <a href="#">Appendix 1</a> (2001 to May 2002))	34
3.4.4	Major issues categorised in rank order	35
3.4.5	Scams	35
3.4.6	Contact details	36
3.4.7	Jobs	37
3.4.8	Human Resources and Resource Management	38
3.4.9	Laws, Acts and legal issues	40
3.4.10	Statistics	41
3.4.11	Stolen goods	41
3.4.12	Reservists	42
3.4.13	Steps/ procedures	42
3.4.14	Police priorities/ objectives	43
3.4.15	Women and children	43
3.4.16	Structure/design of website, etc.	44
3.4.17	Results	45
<b>3.5</b>	<b>Findings</b>	<b>45</b>
<b>3.6</b>	<b>Conclusion</b>	<b>46</b>
<b>CHAPTER 4 – WEBSITE BEST PRACTICES – A PRACTICAL APPLICATION</b>		<b>47</b>
<b>4.1</b>	<b>Introduction</b>	<b>47</b>
4.1.1	Police agency website best practices	47
4.1.2	Objective of evaluation	48
4.1.3	Selection of websites	48
4.1.4	Expert evaluation	49
<b>4.2</b>	<b>Best practices evaluation</b>	<b>49</b>
4.2.1	Evaluation of website content	50
4.2.2	Evaluation of website architecture	52
4.2.3	Evaluation of website technology	53
4.2.4	Evaluation of website style	53
4.2.5	Evaluation of website service delivery	54
<b>4.3</b>	<b>Questionnaire for webmasters</b>	<b>56</b>
<b>4.4</b>	<b>Website evaluation</b>	<b>57</b>
<b>4.5</b>	<b>Website: Essex Police Service</b>	<b>58</b>
4.5.1	Evaluation: Essex Police Service website	58
4.5.2	Interview/questionnaire: Essex Police Service webmaster	60
4.5.3	Comments: Essex Police Service website best practices	62
<b>4.6</b>	<b>Website: London Metropolitan Police Service</b>	<b>63</b>
4.6.1	Evaluation: London Metropolitan Police Service website	63
4.6.2	Interview/questionnaire: London Metropolitan Police Service web team	65
4.6.3	Comments: London Metropolitan Police Service website best practices	67
<b>4.7</b>	<b>Website: Lothian and Borders Police Service</b>	<b>68</b>
4.7.1	Evaluation: Lothian and Borders (Edinburgh) Police Service website	68
4.7.2	Interview/questionnaire: Lothian and Borders Police Service web team	70
4.7.3	Comments: Lothian and Borders Police Service website best practices	72
<b>4.8</b>	<b>Website: Strathclyde Police Service</b>	<b>72</b>
4.8.1	Evaluation: Strathclyde (Glasgow) Metropolitan Police Service website	72
4.8.2	Interview/questionnaire: Strathclyde Metropolitan Police Service webmaster	75
4.8.3	Best practices identified: Strathclyde Metropolitan Police Service website	77
<b>4.9</b>	<b>Website: Australian Federal Police Service</b>	<b>78</b>
4.9.1	Evaluation: Australian Federal Metropolitan Police Service website	78
4.9.2	Interview/questionnaire: Australian Federal Metropolitan Police Service web team	80





4.9.3	Best practices identified: Australian Federal Metropolitan Police Service website .....	82
<b>4.10</b>	<b>Website: Hong Kong Metropolitan Police Service .....</b>	<b>83</b>
4.10.1	Evaluation: Hong Kong Metropolitan Police Service website .....	83
4.10.2	Interview/questionnaire: Hong Kong Metropolitan Police Service webmaster .....	85
4.10.3	Best practices identified: Hong Kong Metropolitan Police Service website .....	86
<b>4.11</b>	<b>Website: Princeton Borough (New Jersey, USA) Metropolitan Police Service .....</b>	<b>87</b>
4.11.1	Evaluation: Princeton Borough Police Service website .....	87
4.11.2	Interview/questionnaire: Princeton Borough Police Service webmaster .....	88
4.11.3	Best practices identified: Princeton Borough Police Service website .....	90
<b>4.12</b>	<b>Best practices identified .....</b>	<b>90</b>
4.12.1	Introduction .....	90
4.12.2	Best practices identified .....	92
4.12.3	Interviews with/Questionnaire for webmasters .....	95
<b>4.13</b>	<b>Conclusion .....</b>	<b>95</b>
<b>CHAPTER 5 – DEVELOPMENT OF A WEBSITES EVALUATION INSTRUMENT .....</b>		<b>97</b>
<b>5.1</b>	<b>Introduction .....</b>	<b>97</b>
<b>5.2</b>	<b>Development of instrument .....</b>	<b>97</b>
5.2.1	Findings: Customer Expectations Measure .....	97
5.2.2	Findings: Literature review .....	98
5.2.3	Findings: GCIS audit of government websites .....	98
5.2.4	SAPS website audit .....	99
5.2.5	Findings: SAPS website query analysis .....	99
5.2.6	Findings: Evaluation of best practices of other police agency websites .....	100
<b>5.3</b>	<b>Instrument design .....</b>	<b>100</b>
5.3.1	Evaluation criteria .....	101
5.3.2	Evaluation of website content .....	101
5.3.3	Evaluation of website architecture (overall design) .....	105
5.3.4	Evaluation of information architecture (information structure) .....	107
5.3.5	Evaluation of website technology .....	108
5.3.6	Evaluation of website style .....	109
5.3.7	Evaluation of service delivery .....	111
5.3.8	Evaluation of SAPS delivery of e-Government service .....	113
<b>5.4</b>	<b>Peer evaluation .....</b>	<b>115</b>
<b>5.5</b>	<b>Conclusion .....</b>	<b>115</b>
<b>CHAPTER 6 – EVALUATION OF SAPS WEBSITE .....</b>		<b>117</b>
<b>6.1</b>	<b>Introduction .....</b>	<b>117</b>
<b>6.2</b>	<b>Evaluation of SAPS website content .....</b>	<b>117</b>
6.2.1	Evaluators' ratings and notes .....	117
6.2.2	Recommendations .....	120
<b>6.3</b>	<b>Evaluation of SAPS website architecture (overall design) .....</b>	<b>121</b>
6.3.1	Evaluators' ratings and notes .....	121
6.3.2	Recommendations .....	123
<b>6.4</b>	<b>Evaluation of SAPS information architecture (information structure) .....</b>	<b>123</b>
6.4.1	Evaluators' ratings and notes .....	123
6.4.2	Recommendations .....	124
<b>6.5</b>	<b>Evaluation of SAPS website technology .....</b>	<b>125</b>
6.5.1	Evaluators' ratings and notes .....	125
6.5.2	Recommendations .....	125



<b>6.6</b>	<b>Evaluation of SAPS website style</b> .....	<b>126</b>
6.6.1	Evaluators' ratings and notes .....	126
6.6.2	Recommendations.....	127
<b>6.7</b>	<b>Evaluation of SAPS website service delivery</b> .....	<b>128</b>
6.7.1	Evaluators' ratings and notes .....	128
6.7.2	Recommendations.....	129
<b>6.8</b>	<b>Evaluation of SAPS e-Government service</b> .....	<b>130</b>
6.8.1	Evaluators' ratings and notes .....	130
6.8.2	Recommendations.....	132
<b>6.9</b>	<b>SAPS website measured against Gartner Group's e-Government model</b> .....	<b>132</b>
<b>6.10</b>	<b>Assessing the responses</b> .....	<b>134</b>
<b>6.11</b>	<b>Benchmarking the SAPS website and service delivery</b> .....	<b>134</b>
<b>6.12</b>	<b>Comparison to previous measures</b> .....	<b>137</b>
6.12.1	Ask Africa survey (1997).....	137
6.12.2	GCIS study.....	138
6.12.3	Content updates.....	139
<b>6.13</b>	<b>Conclusion</b> .....	<b>139</b>
<b>CHAPTER 7 – CONCLUSION AND RECOMMENDATIONS</b> .....		<b>140</b>
<b>7.1</b>	<b>Study overview</b> .....	<b>140</b>
<b>7.2</b>	<b>Achieving the aims and confirming the hypotheses</b> .....	<b>140</b>
7.2.1	Aims and hypotheses .....	140
7.2.2	Methodology .....	140
7.2.3	Findings: Aims .....	141
7.2.4	Findings: Hypotheses .....	142
<b>7.3</b>	<b>Implementation of recommendations</b> .....	<b>143</b>
<b>7.4</b>	<b>Stumbling blocks in implementing recommendations</b> .....	<b>143</b>
<b>7.5</b>	<b>An online service delivery strategy</b> .....	<b>144</b>
<b>7.6</b>	<b>Further research</b> .....	<b>145</b>
<b>7.7</b>	<b>Conclusion</b> .....	<b>146</b>

## Bibliography



## LIST OF TABLES

Table 1	SAPS website: Internet queries from users: April 2001.....	33
Table 2	Biographical details of SAPS website users who e-mailed queries (April 2001 to May 2002)...	34
Table 3	Queries grouped in categories of issues (April 2001 to May 2002).....	34
Table 4	Major issues categorised in rank order.....	35
Table 5	Category: Scams .....	35
Table 6	Category: Contact details.....	36
Table 7	Category: Jobs.....	37
Table 8	Category: Human Resources and Resource Management.....	38
Table 9	Category: Laws, Acts, legal issues .....	40
Table 10	Category: Statistics .....	41
Table 11	Category: Stolen goods .....	41
Table 12	Category: Reservists.....	42
Table 13	Category: Steps/procedures .....	42
Table 14	Category: Police priorities/ objectives.....	43
Table 15	Category: Women and children .....	43
Table 16	Category: Structure/design of website, etc.....	44
Table 17	Evaluation of website content.....	50
Table 18	Evaluation of website architecture .....	52
Table 19	Evaluation of website technology .....	53
Table 20	Evaluation of website style.....	53
Table 21	Evaluation of website service delivery.....	54
Table 22	Questionnaire for webmasters.....	56
Table 23	Evaluation data collection and reporting plan.....	57
Table 24	Website evaluation instrument: Preliminaries.....	101
Table 25	Evaluation of content .....	101
Table 26	Evaluation of site architecture.....	105
Table 27	Evaluation of site architecture (information structure) .....	107
Table 28	Evaluation of site technology .....	108
Table 29	Evaluation of website style.....	110





Table 30 Evaluation of service delivery .....	111
Table 31 Evaluation of e-Government service delivery .....	113
Table 32 SAPS website measured against Gartner Group's e-Government model .....	133
Table 33 SAPS website measured against the best practices identified.....	135
Table 34 Correlation with "Ask Africa survey" findings .....	137
Table 35 Correlation with GCIS audit findings.....	138

## LIST OF FIGURES

Figure 1 Gartner Group's e-Government Model (Baum & Di Maio 2000)

## LIST OF ANNEXURES

### ANNEXURE A: EVALUATION OF SELECTED POLICE AGENCY WEBSITES

- 1 Evaluation of Essex Police Agency website
- 2 Questionnaire completed by Essex Police Agency webmaster David White
- 3 Evaluation of London Metropolitan Police Agency website
- 4 Questionnaire completed by London Metropolitan Police Agency webmaster Sam Farrow
- 5 Evaluation of Lothian And Borders Police Agency website
- 6 Questionnaire completed by Lothian and Borders Police Agency webmaster Malcolm Robertson
- 7 Evaluation of Strathclyde Police Agency website
- 8 Questionnaire completed by Strathclyde Police Agency webmaster David Christiansen
- 9 Evaluation of Australian Federal Police Agency website
- 10 Questionnaire completed by Australian Federal Police Agency web team
- 11 Evaluation of Hong Kong Police Agency website
- 12 Questionnaire completed by Hong Kong Police Agency web team
- 13 Evaluation of Princeton Borough Police Agency website
- 14 Questionnaire completed by Princeton Borough Police Agency webmaster Mike Bender

### ANNEXURE B: EVALUATIONS OF SAPS WEBSITE BY EXPERT EVALUATORS

- 1 SAPS website evaluation by Evaluator 1
- 2 SAPS website evaluation by Evaluator 2



- 3 SAPS website evaluation by Evaluator 3
- 4 SAPS website evaluation by Evaluator 4

## ANNEXURE C: SUMMARY OF RECOMMENDATIONS FROM SAPS WEBSITE EVALUATION REPORTS