A HOLISTIC SOCIAL WORK INTERVENTION PROGRAMME FOR WOMEN SURVIVORS OF HUMAN TRAFFICKING IN SOUTH AFRICA

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DECLARATION

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I declare that this thesis is my own original work. The sources that were used were acknowledged and referenced in line with university requirements. I understand what plagiarism is, and I am aware of the university's policy in this regard.

Date: 19 July 2019

TITLE OF THESIS: A holistic social work intervention programme for women survivors of human trafficking in South Africa

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ABSTRACT

South Africa is facing serious challenges in addressing the needs of women survivors of human trafficking. Despite the government's efforts to alleviate it, trafficking in women remains a serious phenomenon in society. It operates without boundaries and grows in magnitude both on a national and transnational level (Uranbileg & Erdenechuluun, 2010:5). The environment of inequity and discrimination allows thousands of women to be trafficked each year to urban areas of South Africa and other countries for exploitation (Upadhyay, 2012:44).

Trafficked women suffer intense trauma on a physical, sexual, psychological, economic, and social level. The harmful consequences of sexual exploitation are diverse and can develop into post-traumatic stress (US Department of State, 2014:33; Reda, 2012:18). However, this study confirms that South Africa lacks knowledge regarding the consequences and needs as experienced by women survivors of human trafficking, as well as the existence of an effective holistic social work intervention programme to attend to the needs of these survivors. Therefore, the absence of such a programme in South Africa means that professionals who are working in this field are not always well-equipped to render an adequate service to these survivors. It is against this background that the researcher designed and developed a holistic social work intervention programme for women survivors of human trafficking (HSWIP-WSHT). The ecological system as well as the person-centred approaches form the theoretical framework for this study.

The researcher combined elements of both qualitative and quantitative research, called the mixed methods research approach. The study was exploratory and

applied in nature and, more specifically, involved intervention research which utilised a design and development (D & D) model. The study focused on the first four phases of the D & D intervention research to explore the feasibility of developing a HSWIP-WSHT. Qualitative and quantitative data were gathered from selected residential shelters designed for women victims of domestic violence in the Gauteng Province. An interview schedule was utilised during the qualitative phase to collect data from 14 social service providers and 12 women survivors of human trafficking as participants. The qualitative findings and the literature review contributed to the development of the HSWIP-WSHT in South Africa. Thereafter, a pilot test was conducted by means of quantitative data collection through a one-group, pre-test post-test design by means of a questionnaire that was distributed to nine respondents. The women survivors, as the intended users of the programme, were ideal participants to determine if the holistic social work intervention programme was a feasible method for exploring the consequences of human trafficking, as well as an adequate intervention programme to attend to the needs of these women in order to improve their total well-being. The research study concluded that the developed HSWIP-WSHT is indeed feasible. However, it needs refinement, dissemination, and implementation to improve its efficiency and effectiveness. It has the potential to capacitate social workers to promote the total well-being of women survivors of human trafficking in South Africa.

Certain conclusions and recommendations that are based on the outcome of this research were formulated for this specific field of practise, as well as for further research.

KEY CONCEPTS

Woman survivor; Human trafficking; Holistic intervention programme; Trafficking in women; Holistic; Intervention; Programme.

LIST OF ACRONYMS

AIDS:	Acquired Immunodeficiency Syndrome
AIPC:	Australian Institute of Professional Counsellors
CDC:	Centers for Disease Control and Prevention
CEDAW:	Convention on the Elimination of All Forms of Discrimination Against Women
D & D:	Design and Development
DHA:	Department of Home Affairs
DOE:	Department of Education
DOH:	Department of Health
DOJ/VSD:	Department of Justice and Victim Support Directorate
DOJ:	Department of Justice
DSD:	Department of Social Development
DTI:	Department of Trade and Industry
ECPAT:	End Child Prostitution, Child Pornography and Trafficking of Children for Sexual Purposes
EPWF	Eldorado Park Women's Forum
EST:	Eco-Systems Theory
EVAW:	Ending Violence Against Women in Cambodia
GDP:	Gross Domestic Product
HIV:	Human Immunodeficiency Virus
HSWIP-WSHT:	Holistic Social Work Intervention Programme for Women Survivors of Human Trafficking
IOM:	International Organization for Migration
IRP:	Individual Reintegration Plan
ISTT:	Inter-sectoral Task Team
MDG:	Millennium Development Goal
MMPC:	Mali Martin Polokegong Centre
NDP:	National Development Plan
NGOs:	Non-Governmental Organisations
NPA:	National Prosecuting Authority
NSVRC	National Sexual Violence Resource Center

OWG:	Open Working Group
PACOTIP Act:	Prevention and Combating of Trafficking in Persons Act
PCA:	Person-Centred Approach
PCAR:	Pennsylvania Coalition Against Rape
Prop:	Proposition
PTSD:	Post-traumatic stress disorder
RGC:	Royal Government of Cambodia
RSA:	Republic of South Africa
SADC:	Southern African Development Community
SAPS:	South African Police Service
SDG:	Sustainable Development Goal
SSPP:	Social service provider as participant
STD:	Sexually Transmitted Disease
STI:	Sexually transmitted infection
TB:	Tuberculosis
TIP Policy:	Trafficking in Persons Policy
TPH:	The Potter's House
TSA:	The Salvation Army
UN:	United Nations
UNESCO:	United Nations Educational, Scientific and Cultural Organization
UNFPA:	United Nations Population Fund
UNICEF:	United Nations Children's Fund
UNISA:	University of South Africa
UNODC:	United Nations Office on Drugs and Crime
USA:	United States of America
WHO:	World Health Organization
WSHTP:	Woman survivor of human trafficking as participant
WSHTR:	Woman survivor of human trafficking as respondent

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CHAPTER ONE:
GENERAL INTRODUCTION

1.1 INTRODUCTION

Trafficking in women has become an issue of global concern in the past decade. The phenomenon is growing in magnitude, and operates without boundaries in the context of transnational organised crime that generates lucrative profit (Uranbileg & Erdenechuluun, 2010:5). South Africa, being part of the global village, is no exception. Women in South Africa are penalised with the worst forms of cruelty, such as domestic violence and trafficking. Women fall below men in all conceivable socio-economic indicators, including the literacy rate and health indicators. Upadhyay (2012:44) states that the environment of inequity and discrimination allows thousands of women to be trafficked each year to urban areas of South Africa and other countries, where they are sold to brothels.

The World Health Organization (WHO) (2012:3) asserts that individuals may be trafficked within their own country or across international borders. Trafficking is reported to involve nearly every part of the world – as places of origin/recruitment, transit, or destination – and this illegal trade in humans is believed to reap enormous profits for trafficking agents. Although women, men, and children may all be trafficked for various purposes, trafficking is often a 'gendered' crime. Several authors (Upadhyay, 2012:54; Commonwealth Secretariat, 2011:39) agree that the current evidence strongly suggests that those who are trafficked into the sex industry and as domestic servants are more likely to be women and children. Trafficking in persons cuts across social and economic strata, gender, age groups, and regions of the country, yet the most vulnerable groups are hard hit by trafficking.

According to the Trafficking in Persons Report (2008:52), between 600,000 and 800,000 people are trafficked annually across international borders. Approximately 80% are women and girls, including minors. Trafficking in humans is a lucrative business and estimated profits are between US$7-10 billion annually.

Transnational organised crime syndicates and networks are responsible for the bulk of trafficking in women for many purposes (United Nations Educational, Scientific and Cultural Organization, 2007:9). The International Organization for Migration (IOM) (2007:7) states that up to 1,000,000 people a year are trafficked across the world's borders. Up to 800,000 of these cases involve women and children trafficked for sexual exploitation.

The Michigan Commission on Human Trafficking (2013:14) and Coordination, Collaboration, Capacity (2013:7) further state that an estimated 20.9 million men, women, and children are trafficked for commercial sex or forced labour worldwide. Approximately 75% of these victims are female and 27% are children. Many victims are taken from underdeveloped areas and sold in more developed regions. These authors echo the above sentiments that human trafficking is a very lucrative business, generating an estimated $32 billion annually. In fact, human trafficking is the second largest criminal industry in the world, and the fastest growing.

According to Sanghera (2005:4), the international community considers trafficking in women as a contemporary form of slavery and a gross violation of basic human rights. It involves forced labour; prostitution and other forms of sexual exploitation; debt bondage; coercion or the threat of violence against the victim; physical and mental abuse; and related violations of fundamental human rights. End Child Prostitution, Child Pornography and Trafficking of Children for Sexual Purposes (ECPAT) (2009:40) illuminates that trafficking in women for sex or domestic exploitation purposes has negative consequences on the survivors.

The US Department of State (2014:33) adds that sex trafficking has devastating consequences for minors, including long-lasting physical and psychological trauma; disease, including the human immunodeficiency virus (HIV) and acquired immunodeficiency syndrome (AIDS); drug addiction; unwanted pregnancy; malnutrition; social ostracism; and even death. The trafficked women suffer numerous health issues, including physical, sexual, psychological, economic, and social abuse. The harmful consequences of sexual exploitation are diverse and can lead to the development of post-traumatic stress disorder (PTSD). Several authors (Beryer & Pizer, 2007:92-93; Zimmerman & Borland, 2009:15-16;

International Federation of Medical Students Association, 2013:2-3) summarise the health and sociological consequences experienced by women survivors of trafficking as below. These consequences will also be discussed in detail in the main study:

- Physical health challenges.
- Sexual and reproductive issues.
- Social effects with regard to loss of close social support networks, substance abuse, unwanted pregnancy, and isolation.
- Psychological trauma which affects the mental processes of the women survivors of trafficking.
- Occupational and environmental health effects.
- Economic hardships.
- Substance abuse and misuse.
- Legal implications.
- Lack of accessibility to diverse services, such as medical, legal, and educational services, as well as skills development, empowerment programmes, and psychosocial counselling.

The Prevention and Combating of Trafficking in Persons (PACOTIP) Act 7 of 2013 recognises that the search for improved socio-economic circumstances and the demand for the services of victims of trafficking contribute to making persons vulnerable to becoming victims of trafficking. Therefore, the Act is concerned with curbing the increase of trafficking of persons, especially women and children, and determining the role played by organised crime networks in the trafficking of persons globally.

In summary, trafficking in human beings is a grave offence against any individual. It is a process to establish control over the liberty, freedom of movement, and earning capacity of vulnerable people. This ultimately leads to serious violations of the physical and mental integrity of the victims. Trafficking in persons is dynamic, adaptable, and opportunistic, and like many other forms of criminal activity, it takes advantage of situations such as war and humanitarian disasters, and the

vulnerability of people in situations of crisis. Trafficking is also a multidisciplinary problem and involves a wide range of actors who intervene to render holistic services (Touzenis, 2010:8).

The US Department of State (2014:7) adds that with effective support and services, survivors can move beyond their suffering and continue with their lives. With appropriate legal structures and policies in place, they can see justice done. Provided with pertinent opportunities, they can make choices about the lives they want and even use their experiences to help guide and strengthen efforts to fight this crime. This process is unique for each victim, and each must take steps based on his or her own strength, agency, and determination. Therefore, the purpose of this study is to design and develop a holistic social work intervention programme to improve the social well-being of women survivors of human trafficking in South Africa.

1.2 DEFINITION OF KEY CONCEPTS

For this study, the following key concepts are pertinent and will thus be defined below.

- **Trafficking in women**

  According to the United Nations Palermo Protocol on Trafficking in Persons (2000:14), trafficking in women means the recruitment, transportation, transfer, harbouring, or receipt of women by the use of force or other forms of coercion. Trafficking also involves abduction, fraud, deception, the trafficker's abuse of power, the victim's position of vulnerability, and giving or receiving payments or benefits, for the purpose of exploitation.

  In addition, the PACOTIP Act 7 of 2013, section (1)(25), stipulates that trafficking in persons is the direct or indirect giving or receiving of payments, compensation, rewards, and benefits for human beings. This includes any other advantage aimed at either the person or an immediate family member of that person or any other person in close relationship to that person for the purpose of any form or manner of exploitation.

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In this study, trafficking in women implies the recruitment or abduction, transportation from a familiar environment to one that is unfamiliar, and keeping custody of vulnerable women without supportive social networks with the purpose of exploiting them. This happens by means of fraud, force, seduction and/or enticement/persuasion on the pretext of helping the woman, often taking advantage of factors such as the victim's vulnerability, ignorance, desperation, and defenceless situation.

- **Holistic**

  Holistic is a term describing an integral, inclusive approach, which regards each being, system, or object as more than the sum of its parts. Holistic practices deal with the whole person, in which one's entire well-being is analysed, including physical, emotional, spiritual, mental, social, and environmental factors. In the context of social work, it is a client-centred healing process that advocates treating a person as a whole being, promoting all aspects of self (Answers, [sa]). The *Oxford Dictionaries* ([sa]) agrees with the above notion when it defines holistic as a belief that the parts of a human being are intimately interconnected and explicable only by reference to the whole, entire, or total. It is the idea that all the properties of a given system, including the physical, biological, chemical, social, economic, mental, spiritual, and linguistic, cannot be determined or explained by its component parts alone. Instead, the system as a whole determines in an important way how the parts behave.

  For the purpose of this study, the researcher defines holistic as a combination of healing practices that focus on treating all aspects of a trafficked woman to promote her social, physical, mental, emotional, environmental, legal, economic, and spiritual well-being.

- **Intervention**

  Hansen (2009:25) interchanges psychosocial support with intervention. Intervention is defined as a process of facilitating resilience within individuals, families, and communities, enabling them to bounce back from the impact of crises and helping them to deal with such events in the future by respecting

the independence, dignity, and coping mechanisms of individuals and communities, to promote the restoration of social cohesion and infrastructure. Teater (2012:1) adds that intervention is a process, technique and mode that depicts the actual activities that a social worker carries out when working with clients. According to the Terminology Committee for Social Work (1995:35), intervention is the professional behaviour of a social worker to bring about change in the person or environmental situation to achieve the objectives of an agreement of cooperation or contract that has been entered into with the client. In this study, intervention means prevention strategies, including techniques put in place by social workers that eradicate or minimise the effects of the atrocities experienced by women survivors of human trafficking to improve their adaptation and well-being.

- **Woman survivor/victim of trafficking**

  A woman survivor of human trafficking carries on with life despite suffering misfortune, hardships, and trauma (*American Heritage Dictionary of the English Language*, 2011). With reference to the PACOTIP Act 7 of 2013, section (1)(25), a victim of trafficking refers to an adult person who has been issued with a letter of recognition as provided for in section 19(10). It stipulates that a person assessed by the provincial Department of Social Development (DSD), taking into account prescribed information from the South African Police Service (SAPS), be issued a letter of recognition by the provincial head as a victim of trafficking.

  A woman survivor in this study is a woman who has lived through the affliction of trafficking and persevered, has been released or rescued from the traumatic trap, and is attending a holistic social work intervention programme to promote social-economic justice and restoration.

- **Programme**

A programme is a plan that has been developed for a particular purpose. It can also refer to a planned series of future events, items, or performances (*The Free Dictionary*, [sa]).

According to the Centers for Disease Control and Prevention (CDC) ([sa]), a programme is defined as a grouping of strategies and various kinds of interventions designed to prevent violence and other social ills.

In this study, 'programme' will be defined as intervention guidelines that have been designed and developed to improve the social well-being of women survivors of human trafficking in South Africa.

1.3 LITERATURE REVIEW

Human trafficking is, quite simply, the exploitation of human beings for profit. It is a scourge that is not defeated by barriers of wealth and influence. Further, it is an immense problem for developed and developing nations alike. However, trafficking of women for domestic and sexual exploitation is a flourishing business in the Southern African Development Community (SADC) region (US Department of State, 2014:28). This business is thriving due to harsh living conditions mostly characterised by poverty, unemployment, and a lack of prospects or alternatives in the countries or areas of origin. Furthermore, the challenge is that trafficked women know too little about their rights or about the appropriate measures to take in order to protect themselves (Reda, 2012:18; Pearson, 2003:9).

The Commonwealth News and Information (2015) echoes the above and adds that trafficking of women and children continues to rise globally, including in and between regions of the Commonwealth, yet the number of traffickers prosecuted remains low. Therefore, urgent ways need to be found to increase survivors' access to justice and support services, and to secure their rights and social inclusion. Furthermore, strategies should be developed aimed both at prevention and providing greater assistance to victims. The Commonwealth News and Information (2015) also states that there exists a need for responses to be rights-

based and gender-responsive. In order to achieve, this capacious research is imperative. Moreover, the need to understand trafficking in persons as an economic and social phenomenon deeply rooted in poverty and inequality, in lack of education and opportunities, and in gender discrimination, is vital.

The combination of poverty, unemployment, gender inequality, inadequate legislation, and poor law enforcement enables trafficking in women to thrive in Southern Africa (Mollema, 2013:77-82; Pearson, 2003:3). South Africa is a regional powerhouse, with a Gross Domestic Product (GDP) four times greater than its Southern African neighbours and represents approximately 25% of the continent's GDP. South Africa is a source, transit, and destination country for women trafficked for forced labour, sexual exploitation, and organ harvesting (United Nations Educational, Scientific and Cultural Organization, 2007:10). This means that South Africa provides a market for the services of trafficked women from regional to extra-regional locations.

The United Nations Educational, Scientific and Cultural Organization (UNESCO) (2007:1) also adds that armed conflict and associated dislocation, political and economic upheaval, food insecurity, lack of education and employment opportunities, and the blight of the HIV/AIDS epidemic make South Africa a magnet that attracts migration from across the continent. Organised crime syndicates, local traffickers, and refugee populations exploit women for the sex industry, agricultural and industrial labour, and organ harvesting.

Gender-based violence remains widespread and has clear links with many other factors, such as poverty, HIV/AIDS, land and property rights, race/ethnicity, age, and sexual orientation. An integrated response is essential to address it. The rapid growth of trafficking in persons is causing increasing concern globally. Anti-trafficking legislation must embrace a human rights approach and protect the rights of those most vulnerable to abuse (Commonwealth Secretariat, 2005:11). Traffickers employ a spectrum of diverse methods and sophisticated mechanisms to enslave trafficked women. These are: kidnapping, abduction, rape, and material inducements to parents, relatives, and guardians to sell female family members (Commonwealth Secretariat, 2003:10). They also use deceit in the form of

promises of well-paying, legitimate jobs, better quality of life, or residency status in more prosperous countries, or even friendship, declarations of love, and fake offers of marriage. Newer and more sophisticated methods of force and violence are being used to facilitate brokering, liaising, and market linkages for the sexual exploitation and enslavement of women. These range from international marriage alliances and the mail order bride system, to the use of internet services for the global exchange of sex-related services (Commonwealth Secretariat, 2005:11).

Latonero, Musto, Boyd and Boyle (2012:10) agree with the above notion and state that networked technologies, including the internet, mobile phones, and social media, alter how information flows and how people communicate. There is little doubt that technology plays an important role in the practices and processes surrounding human trafficking, as well as the illegal trade of people for commercial sexual exploitation, forced labour, and other forms of modern-day slavery. Human trafficking has many facets to it and technology's role varies as a result.

Several authors (Mollema, 2013:82; Pearson, 2003:4) illuminate that women trafficked to South Africa for sex or domestic exploitation go via legal or illegal employment agencies. However, most of these women lack any legal status and are especially vulnerable in these destination countries. The Commonwealth Secretariat (2003:10) concurs with the above notion when it states that traffickers manipulate legal migration channels or blatantly defy these by utilising a range of specific mechanisms. Recruitment agencies and intermediaries who provide transfer services may be unregistered and hence illegal. They may also be constituted as legal entities, such as language schools and vocational institutions, which are used as fronts for illegal activities. The process involves deception, coercion, and false promises about remuneration.

The Government of South Africa does not fully comply with the minimum standards for the elimination of trafficking. However, it is making significant efforts to do so (US Department of State, 2014:348). In May 2013, Parliament passed the PACOTIP Act 7 of 2013, which was signed by President Zuma in July 2013. However, at the close of the reporting period, the legislation was not yet in effect, as it awaited presidential promulgation upon finalisation of implementing

regulations. The lack of an appropriate legal framework impeded the government's efforts to prosecute the crime in 2013.

In 2011 the Department of Justice and Victim Support Directorate (DOJ/VSD) oversaw the development of these regulations by stakeholder departments. In anticipation of the promulgation of the legislation's regulatory structure, which will serve to enact the legislation, the National Prosecuting Authority (NPA) coordinated training for prosecutors, magistrates, and investigative police in all nine provinces and, through its inter-sectoral task team (ISTT) and provincial task teams, supervised national law enforcement efforts. The South African Government convicted only three traffickers during 2013 and began prosecuting 12 suspects for alleged sex trafficking violations in 2014. Two additional defendants awaited prosecution for their suspected involvement in the exploitation of children in domestic servitude; the first such case to reach the courts. These law enforcement efforts represent an increase from the previous reporting period in 2012, during which the government convicted one trafficker and initiated prosecutions involving seven suspects (News24, 2014). Furthermore, the DSD continues to oversee victim shelters at present. Nonetheless, the government lacked formal procedures for properly screening and identifying trafficking victims among vulnerable groups, including illegal migrants and women in prostitution. As a result, some foreign victims were repatriated without being identified. The Commonwealth Secretariat (2003:18) states that the consequences experienced by the women victims are gender specific and devastating in nature.

The researcher was employed by the Tshwane Leadership Foundation, Pretoria, as a social worker from 2008 to 2014 and rendered psychosocial support to victims of domestic violence, including women survivors of trafficking. She is still a member of the Tshwane Human Trafficking Coalition, which is represented by stakeholders from various organisations. The stakeholders in this coalition focus on lobbying, advocating, and contributing towards policy formulation at grass roots level. The members also raise awareness in diverse communities in their different settings. They also provide psychosocial support to women and girls who have experienced traumatic effects as a result of trafficking.

The researcher has been in contact with different experts in the field and their concerns and views are as follows:

- Mrs Wilna De Beer, the Director of the Tshwane Leadership Foundation, indicated that services rendered to women survivors of trafficking are inadequate (De Beer, 2014). Her view is that it is imperative that social service providers focus on a more holistic approach when dealing with the effects experienced by the trafficked women as a way to promote sustainable healing.

- Ms Anthea Mokwena, a social worker from the DSD (2014) who is responsible for the Human Trafficking Programme in Gauteng and policy development, states that there is a need to promote and support local research on this phenomenon. Her opinion is that research findings and recommendations will guide the government to make informed decisions when dealing with the effects of trafficking on survivors.

- Mr Buti, a social worker from the DSD (2014) who is responsible for the Victim Empowerment Programme in Gauteng, adds that it is crucial to protect women survivors from experiencing secondary victimisation through the work of the service providers.

- Ms Makonese, Counter Trafficking expert at the IOM (2014), acknowledges that there is a need to render a more holistic service to the victims of trafficking, especially women who find themselves in crisis due to immigration issues. However, it is crucial that stakeholders should be empowered in that regard.

- At a human trafficking colloquium at the University of South Africa (UNISA), Ms Lekabu, from the Department of Justice (DOJ) (2014), shared that there is a need for comprehensive legislation regarding human trafficking. She stresses that the Human Trafficking Act 7 of 2013 needs to be implemented in an integrated manner if quality service is to be rendered to survivors.

- At the previously mentioned colloquium at UNISA, Mr Desmond (2014), the speaker from the Netherlands, narrated that the relationship between the policy of prostitution and trafficking calls for a holistic approach. He added that currently statistics regarding the number of women forced into prostitution are not available, due to the hidden nature of the phenomenon. The dark figure in prostitution and trafficking is troublesome, therefore more analysis is needed.

- Mr Van der Watt from the UNISA school of Law (2014; 2018) clearly states that we are all subjective and our opinions make us biased. We need to have solution-focused dialogue. He adds that academically there is a dearth of research on human trafficking in South Africa.

- The representative from the US embassy, Professor Stephen (2014), states that there is a need for each government department to draw guidelines on how to deal with human trafficking with a focus on framework.

Based on the preceding discussion, the Eco-Systems Theory (EST) and the Person-Centred Approach (PCA) were the theoretical frameworks of the study and will be discussed in the following section.

1.4   RATIONALE AND PROBLEM STATEMENT

South Africa is facing serious challenges in addressing the needs of women. Violence against women and trafficking in women remain big issues despite the government's efforts to stop it. The IOM (2007:1) states that thousands of abducted women are currently trafficked into South Africa from other countries every year and others are trafficked within South Africa itself. Reda (2012:18) adds that women trafficked for sexual exploitation and domestic labour are deceived about the amount of money they will earn and the working conditions. Even the type of jobs they end up in are not what they had expected or had been promised. For example, they are promised work as masseuses in massage parlours, but end up in prostitution or dubious positions. In many cases, trafficked women are forced to work more than 18 hours a day without any rest. They are underpaid or not paid

at all. They are often raped, beaten, threatened with death, and locked up in a house. This makes it difficult for victims to seek any support or help. Such women suffer gross human rights violations in complete isolation, with devastating consequences.

Ledere (2018:293) continues to say that trafficking in women has serious public health effects. Women victims of trafficking often endure brutal conditions that result in physical, sexual, and psychological trauma. The health consequences include sexually transmitted diseases (STDs), pelvic inflammatory diseases, hepatitis, tuberculosis (TB), and other communicable diseases. They also suffer unwanted pregnancy; forced abortion and abortion-related complications; rape and other physical assault; a host of mental and emotional disorders, including nightmares, insomnia, suicidal tendencies, alcohol and drug abuse, and addiction; and suicidal attempts which may end in death. Some victims are murdered to prevent them from disclosing their abuse.

In addition, trafficked women are often harassed by the police and other service providers. HIV/AIDS is a significant problem in each of the SADC countries and is closely related to trafficking. Since many trafficked women suffer rape and forced unprotected sex, they are vulnerable to HIV infection (Pearson, 2003:6; Zimmerman & Borland, 2009:15-16). Dalla, Baker, DeFrain and Williamson (2011:323) state that globally, women in prostitution and those trafficked for prostitution have a high prevalence or major risk of contracting HIV and other STDs. In South Africa, the prevalence of HIV among women in prostitution is 70.4%.

After working for the past six years in an organisation where residential care is offered to victims of domestic violence, including survivors of human trafficking, the researcher's motivation to design and develop a holistic social work intervention programme for women survivors of human trafficking (HSWIP-WSHT) in South Africa is undiminished.

It is evident that a HSWIP-WSHT in South Africa is needed. Apparently, different role players render services in isolation from others and use different approaches

due to the absence of a holistic social work intervention programme offering clear guidelines for service rendering to women survivors of human trafficking. It is imperative to have a holistic programme that will focus on the wholeness of the survivor's experiences, which include ideas, feelings, behaviour, needs, values, and physical attributes. Grobler and Schenck (2009:7) state that the experiential world of every person is central, unique, and personal and that the person's world is constantly changing. As a result, the person responds to the world as an organised whole.

Punch (2006:35) adds that a research question tells the reader what question the research is trying to answer or what questions will initiate the inquiry in an unfolding study. It also implies that an emerging or unfolding type of study needs to indicate what general question will initiate the research and how it might be refocused and refined as the study progresses.

The purpose of this study is to design and develop a HSWIP-WSHT. According to Trochim (2008:2), many researchers come up with an idea for a research project or formulate a research question as a first step in the research process. Professionals who experience practical problems in the field of practice generate the most common research ideas. Many researchers are directly engaged in the implementation of a social, health, or human service programme and come up with their ideas based on what they see happening around them. Fouché and De Vos (2011:89) state that problem formulation is a process of pinpointing a specific problem as soon as a researchable topic is identified. Bless, Higson-Smith and Kagee (2006:29) agree and state that formulating a research problem should be specific and focused.

In brief, the researcher has noted in her practice that despite a number of training programmes offered by government and international organisations to stakeholders across the country, a possible gap exists with regard to a holistic social work intervention programme to render services to women survivors of human trafficking in South Africa. The stakeholders' current intervention processes would typically focus on some parts of the survivors' needs, such as assessment, housing, and repatriation. Practitioners engaged with this vulnerable group of

women categorically lament the lack of a more holistic approach during service delivery to women survivors resulting in further victimisation, hence the need to design and develop a HSWIP-WSHT in South Africa. In addition to that, research on the topic under study is extremely limited in this country. Therefore, the researcher is taking up this challenge in her professional capacity to design and develop a holistic social work intervention programme that may deal with the complete needs of and consequences experienced by women survivors of human trafficking. The designed and developed programme will potentially assist role players in addressing the impact of trafficking in women and render relevant services to women who have experienced the devastating consequences of trafficking.

1.5   RESEARCH QUESTIONS

The following research questions were formulated for the qualitative part of the study:

- What are the perceptions of professionals regarding the needs of women survivors of human trafficking?
- What are the experiences and needs of women survivors of human trafficking that have to be addressed during an intervention programme?
- What initiatives are undertaken by role players in South Africa in addressing the consequences experienced by women survivors of human trafficking?
- How will the designed and developed social work programme enhance quality service rendering and restore the worth and dignity of women survivors of human trafficking in South Africa?

1.6   HYPOTHESIS OF THE STUDY

The hypothesis for the quantitative study was: A well-designed and developed social work intervention programme for women survivors of human trafficking in South Africa will enhance their total well-being. Babbie and Mouton (2010:643) define a hypothesis as an expectation about the nature of things derived from a

theory and a statement of something that should be observed in the real world if the theory is correct.

1.7 GOAL AND OBJECTIVES

1.7.1 Goal
The goal of this study was to design, develop, implement, and verify the feasibility of a HSWIP-WSHT in South Africa.

1.7.2 Objectives
The objectives of this study were as follows:

1.7.2.1 Phase One: Qualitative Phase
- To identify and analyse the consequences experienced by women survivors of human trafficking globally, with specific reference to South Africa, through a literature study.
- To identify and explore any existing relevant intervention programmes for women survivors of human trafficking on a national and international level.
- To explore the perceptions of social workers and survivors about legislation that governs the rights of women survivors of human trafficking on a national and international level.
- To explore the intervention options available to social workers for addressing the needs of women survivors of human trafficking during the intervention process.

1.7.2.2 Phase Two: Quantitative Phase
- To design and develop a holistic social work intervention programme relevant to social workers in South Africa when dealing with the challenges and needs of women survivors of human trafficking.
- To perform a pre-test measurement prior to commencement of the holistic social work intervention programme in dealing with the challenges and needs of women survivors of human trafficking by means of a questionnaire.

- To implement the holistic social work intervention programme by exposing the content of the programme to the women survivors of human trafficking.

- To perform a post-test measurement after the implementation of the holistic social work intervention programme in dealing with the challenges and needs of women survivors of human trafficking by means of a questionnaire.

- To analyse the feasibility and effectiveness of the holistic social work intervention programme by comparing pre- and post-test results aimed at promoting the total well-being of the women survivors of human trafficking.

- To formulate recommendations regarding the development and implementation of the holistic social work intervention programme for women survivors of human trafficking.

1.8   RESEARCH METHODOLOGY

Table 1.1: Research Methodology Summary

	Qualitative	**Quantitative**
Approach & purpose	– Problem analysis – Explorative – Need analysis – 1st component	– Analytical – 2nd component
Design	– Collective case study (selected shelters in Gauteng)	– One-group pre-test post-test pre-experimental design
Type of research	– Applied – Intervention research (Rothman & Thomas, 1994, D & D phases)	– Applied
Sampling approach	– Non-probability	– Probability
Sampling method	– Purposive and snowball	– Simple random sampling
Data gathering method	– Semi-structured interviews	– Group-administered questionnaire
Data gathering instrument	– Interview schedule	– Questionnaire
Data analysis	– Qualitative data were reduced by using exploratory	– The quantitative data analysis consisted of the

	thematic analysis and narratives from interviews	utilisation of univariate tables and descriptive statistical analysis
Data presentation	− Qualitative data presentation utilised narratives and literature to substantiate	− Quantitative data presentation was in tabular format with descriptive analysis of frequencies and percentages

Adapted from: Creswell (2013a:266)

In this study the researcher focused on combining elements of both qualitative and quantitative research, called the mixed methods research approach. When using the mixed methods research approach, the qualitative and quantitative complement each other and allow for a more complete and in-depth understanding and analysis of a complex research problem (Fouché & Delport, 2011:66; Bless et al., 2006:44). The core assumption of this form of inquiry is that the combination of qualitative and quantitative approaches provides a more complete understanding of the research problem than either approach alone (Creswell, 2014:4). Applied research was deemed appropriate to deal with the consequences and needs of women survivors. Therefore, the aim of applied research was to develop a HSWIP-WSHT in South Africa.

The researcher utilised an exploratory sequential mixed-methods design to provide the most viable explanations. The qualitative phase used a collective case study research design as a sub-type of the case study. The qualitative phase came first and this informed the second part, namely the quantitative phase. During quantitative research design, in Phase Two of the study, the researcher utilised the experimental research design. To be specific, a pre-experimental design was proposed and a one-group pre-test post-test design was regarded as suitable. A detailed discussion of the research methodology is presented in Chapter Six.

1.9 CHAPTER OUTLINE AND TIMELINE

The research report will consist of 10 chapters. The structure of these chapters is as follows:

Table 1.2: Chapter outline

Chapter	Phase during D & D Model	Content
Chapter One: General Introduction	Phase One: Problem analysis and project planning	• A general introduction to the research process, rationale, problem formulation, research questions, hypothesis, goal and objectives, and ethical considerations.
Chapter Two: Eco-systems Theory and the Person-Centred Approach as Theoretical Frameworks to the Study	Phase Two: Information gathering and synthesis	• The EST and the PCA, as theoretical frameworks to the empirical study, will form the base of the design and development of a social work programme for women survivors of human trafficking.
Chapter Three: Needs of and consequences experienced by women survivors of human trafficking.	Phase Two: Information gathering and synthesis	• The needs of and consequences experienced by women survivors of human trafficking will be explored and discussed.
Chapter Four: Legislation and Policies that Underpin the Programme in Promoting the Rights of Women Survivors of Human Trafficking on a National and International Level	Phase Two: Information gathering and synthesis	• Legislative issues regarding the rights of women on a national and international level.
Chapter Five: Intervention Programmes for Women Survivors of Human Trafficking	Phase Two: Information gathering and synthesis	• Designing intervention programmes for women survivors of human trafficking by reviewing existing programmes that are closely linked to the needs of women survivors of human trafficking or programmes that holistically deal with the world of a woman. • Discussion of different national and international intervention

		programmes for service delivery to women survivors of human trafficking.
Chapter Six: Relevant Research Methodology for this Study	Intervention research will be discussed. Four out of the six phases of the D & D model will be discussed, as well as their application to women survivors of human trafficking	• The research approach, type, and design methodology for this study will be discussed.
Chapter Seven: Empirical Findings on the Qualitative Phase of the Study	Phase Two: Information gathering and synthesis	• Empirical research findings on and a literature control of the qualitative phase of the study will be discussed.
Chapter Eight: A Holistic Social Work Intervention Programme for Women Survivors of Human Trafficking (HSWIP-WSHT)	Phase Three: Outline of the design	• Further discussion on the systematic creation and application of knowledge in the designing of the HSWIP-WSHT.
Chapter Nine: Empirical Findings on the Quantitative Phase of the Study	Phase Four: Early development and pilot testing (pre-test, post-test) of the designed programme	• Empirical research findings and literature control of the quantitative phase of the study will be discussed. The results from the pre-test and post-test will be presented.
Chapter Ten: Key Findings, Conclusions, Limitations, and Recommendations.	Conclusions and recommendations for future research	• The researcher will give a summary of the findings, present conclusions drawn from the study, and highlight the limitations of the study. Furthermore, the implications of the findings for social work practice will be discussed and recommendations for future research will be made.

CHAPTER TWO: THE ECO-SYSTEMS THEORY AND THE PERSON-CENTRED APPROACH AS THEORETICAL FRAMEWORKS TO THE STUDY

2.1 INTRODUCTION

Since this research will focus on designing and developing a HSWIP-WSHT in South Africa, the researcher will draw upon the Eco-Systems Theory (EST) in conjunction with the Person-Centred Approach (PCA). The focus will be on the interaction between a person and the broader environment, as well as the self of the woman survivor of human trafficking with regards to her experiences and needs in the situation. The aim would be to understand the survivor in totality in the process of healing and the outcome would be a designed and developed holistic social work intervention programme that will be utilised by practitioners to enhance the social well-being of the survivors (Payne, 2005:145; Grobler & Schenck, 2009:13, 26). The two theoretical frameworks will be discussed in more detail in this chapter.

2.2 ECO-SYSTEMS THEORY

Friedman and Allen (2009:3) state that the EST emerged from the biologist Von Bertalanffy's systems theory and the psychologist Bronfenbrenner's ecological theory. The eco-systems perspective provides a framework that permits users to draw on theories from different disciplines in order to analyse the complex nature of human interactions within a social environment.

Payne (2005:143) concurs with the above notion when he states that Von Bertalanffy comprehensively formulated the EST in 1971. Friedman and Allen (2009:7) state that Von Bertalanffy's introduction of systems theory changed the EST framework by viewing systems as a whole, with their relationships and interactions with other systems as a mechanism of growth and change. Systems theory looks at matters in terms of open and closed systems, entropy, boundaries, homeostasis, inputs, outputs, and feedback. A system is defined as an organised

whole made up of components that interact in a way distinct from their interaction with other entities and which endure over a period of time. Payne (2005:143) illuminates that the biological theory sees all organisms as systems composed of subsystems and, in turn, part of the super systems.

According to Friedman and Allen (2009:7), a familiar demarcation of eco-systems in social work involves the designation of particular social systems as being micro, meso, or macro level depending on system sizes and complexity. Micro-systems are understood to refer to smaller sized social systems, such as individuals and couples. Meso-systems focus on intermediate sized systems, including groups, support networks, and extended families. Macro-systems focus on large systems, such as communities and organisations.

Bronfenbrenner (Sincero, 2012:4) and Friedman and Allen (2009:7) agree with the above notion and argue that the development of the EST reflects and influences several environmental systems. Consequently, five environmental systems that an individual interacts with are identified below:

- Micro-systems: this refers to the institutions and groups that most immediately and directly impact the client, i.e. family, school, work, religious institution, neighbourhood, and peers. Micro-systems are understood to refer to social systems of smaller size, such as individuals and couples.
- Meso-systems: refers to relationships between micro-systems and connections between contexts. For instance, the woman survivor could have close interactions with certain systems and minimal or no interaction with others. Meso-systems focus on systems of intermediate size, including groups, support networks, and extended families.
- Exo-systems: involves links between a social setting in which the individual does not have an active role and the individual's immediate context.
- Macro-systems: describes the culture in which individuals live. Cultural context includes developing and industrialised countries, socio-economic status, poverty, and ethnicity. Members of a cultural group share a common identity, heritage, and values. The macro-system evolves over time because each successive generation may change it, leading to their development in a

unique macro-system. Macro-systems focus on large systems, such as communities and organisations.

- Chrono-systems: refers to the patterning of the environmental events and transitions that occur over the life course of an individual, as well as social and historical circumstances. These patterns of the environmental events are depicted in chronological order of the individual's life from birth to current situation; this includes changes in the person or the environment over time.

Payne (2005:143) elaborates that a human being is part of the society and is made up of blood circulation systems and cells, which are in turn made up of atoms and other smaller particles. This scenario is equated to EST in that social systems, such as groups, families, and societies, operate in a similar fashion as the above-mentioned biological system. Consequently, the woman survivor cannot operate with optimum efficiency without positive interactions and connections with others.

Zastrow (2012:41) suggests that people interact with many systems. As such, social work should focus on three separate areas. Firstly, on the person, seeking to develop the person's problem solving, coping, and developmental capacities. Secondly, the focus should be on the relationship between a person and the systems interacting with the person, resulting in linking this person with needed resources, services, and opportunities. Thirdly, the focus should be on the systems and reforming them to meet the needs of the individual more effectively.

The value of the EST is that it deals with the idea of wholeness, which indicates that the human being is continually in interaction with many other systems as illustrated in Figure 2.1.
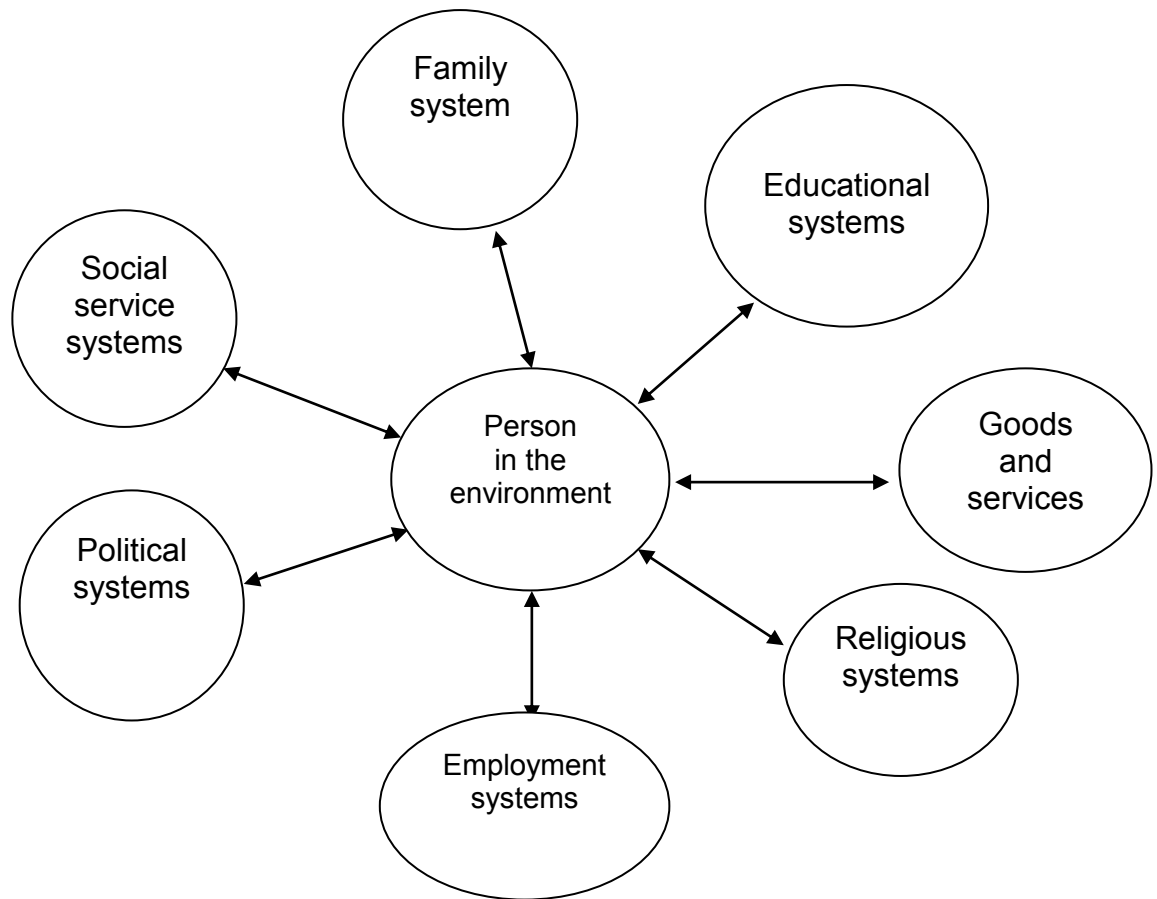
Figure 2.1: Person in the environment

Adapted from: Zastrow (2012:45)

The emphasis in the above figure is on the person in the environment, which indicates that people will always interact with different systems that form part of their experiential world. This counts for service providers too if one realise that they also interact with different systems during service delivering. The central concern of the EST is therefore to articulate the transitional problems and needs that individuals, families, and groups may experience during this interactional process. The intervention approaches are then selected and applied to help individuals, families, and groups to resolve these problems and to meet their needs (Zastrow, 2012:45).

Darling (2007:203) agrees with Zastrow's sentiments and summarises figure 2.1 of the ecological theory as follows: the individual is seen at the centre of a series of concentric circles representing micro-systems, meso-systems, exo-systems,

and macro-systems. Connecting these circles are multiple arrows linking contexts within systems and linking systems across systems. It is a busy and complex world with a passive individual at the centre. More charitably, EST is presented as a theory of human development in which everything is seen as interrelated and that knowledge of development is bounded by context, culture, and history.

Friedman and Allen (2009:1) add that EST is a way of elaborating increasingly complex systems across a continuum that encompasses the person-in-environment. This will enable the researcher in this study to understand the components and dynamics of client systems in order to interpret problems and develop balanced intervention strategies, with the goal to enhance the "goodness of fit" between survivors of human trafficking and their environment. It is therefore imperative to comprehend the woman survivor of human trafficking as a system that has diverse characteristics that enables her to function harmoniously and these characteristics will be discusses according to Payne (2014:192) as follows:

- **Steady state:** This refers to the way the system maintains itself by receiving input and using it. The idea suggests that systems such as human beings or social groups can incorporate change without changing their fundamental identity. The woman survivor of human trafficking maintains her steady state if she is resilient in the face of change. Payne (2014:185) refers to resilience as the capacity to bounce back from adversity.

- **Homeostasis or equilibrium:** this is the ability to maintain our fundamental nature, even though input changes us. Equilibrium is the sense of being in balance. When something is in balance, there is little variability in movement before the state of balance is disrupted. On the other hand, homeostasis is a state of variable balance where the limits to maintaining balance are more flexible (Friedman & Allen, 2009:7). In this study it will refer to the survivor's homeostasis that will be of paramount importance during the process of healing and restoration.

- **Personal boundaries:** systems are entities with boundaries within which physical and mental energy is exchanged internally more than they are

across these boundaries. Each system is a unit of wholeness with a distinct property or structural limitation that delineates it from other systems, a property Von Bertalanffy termed the system's boundary (Friedman & Allen, 2009:7). The boundary is what makes each system unique and gives it definition. Some boundaries are clearly defined and others may be permeable. In defining a person as a system, one may literally identify the person's skin as the boundary. Access to the person beyond the boundary is through various forms of communication, through the five sensory modalities, or through microorganisms that find ways of permeating the outer shell, or skin, of the person. However, the structure of the person is clearly defined by his or her physical being. The boundaries of social systems can be partially defined by norms and customs (Friedman & Allen, 2009:7). The newly designed and developed guidelines that will form part of the outcome of this study will thus assist the different role players during service rendering when they respect and understand the personal boundaries of survivors of human trafficking.

- **Differentiation:** this refers to the idea that systems grow more complex with the addition of more and different kinds of components over time. Kerr (2003:110) states that differentiation manifests in people's thinking, feeling, and acting for themselves as individuals in their own right. They are capable of maintaining emotional separateness while in emotional contact with others; their interactions do not determine who they are. They do not force others to be a certain way, nor do they capitulate to such pressure from others.

Sholevar (2016:16) further explains that each system usually has some differentiated parts that serve special functions in relation to one another and some hierarchy or organisation, but the important thing is that all of the parts are interrelated. Kerr (2003:115) has the opinion that the higher an individuals' basic levels of differentiation, the greater their capacity to be in emotional contact with others without fusing with them, even if anxiety is high. Sholevar and Schwoeri (2003:115) add that well-differentiated people can think for themselves and make decisions without being impulsive. They are not emotionally invested in convincing others of their viewpoint and they

can respect a viewpoint different from their own without attacking or dismissing it. Therefore, it is crucial for service providers to create a conducive and unthreatening environment for survivors to avoid anxiety. This would enhance the survivors' development and resilience, thereby achieving autonomy. There would be evident mental growth that would change their beliefs and values based on a thoughtful process rather than an emotional one. The well-differentiated survivors would have an unusual tolerance for feelings and anxiety in themselves and others, which would permit free expression of feelings and thoughts in their interactions or relationships.

- **Nonsummativity:** refers to the idea that the whole is more than the sum of its parts (Payne, 2014:192). The theory is that working together should create something that could not be achieved by different professionals working on their own (Lishman, Yuill, Brannan & Gibson, 2014:88) The researcher concurs with the above notions and adds the importance of realising that the survivor is a whole and unique in nature with emotions, values, needs, experiences, and perceptions. Therefore, working in a multidisciplinary team to assist the survivor would achieve better results in promoting social well-being than working in isolation.

- **Reciprocity:** refers to the idea that if one part of the system changes, that change interacts with all other parts. They therefore also change. As a result of reciprocity, systems exhibit both equifinality (reaching the same result in several different ways) and multifinality (similar circumstances can lead to different results), because the parts of the system interact in different ways (Lishman et al., 2014:122).

A tenet of the EST states that the interplay of familial and community values on the individual are crucial to the person-in-environment. Therefore, it describes the need to understand the client system interaction within the context surrounding the individual. In such a process, the social worker looks at the person's strengths rather than trying to identify the causes of the problem (Friedman & Allen, 2009:11). The researcher concurs with the above statement and would as part of this study design and develop a holistic social work intervention programme that

will focus on the survivor of human trafficking's strengths, potential, and coping strategies. This refers to a more circular than linear explanation for the way human systems will respond to interventions.

Figure 2.2 below depicts a graphic configuration of the ecological environment. There are individual systems embedded within systems and those systems interact in a three-dimensional way, both vertically and horizontally. Thus, if the unit of analysis is the individual, there are other individuals (horizontal interaction) that relate to this individual. There are also vertical interactions and these vertical interactions may originate from below in relation to individual biology or they may come from above in relation to family or community values, or even social policies (Friedman & Allen, 2009:10).
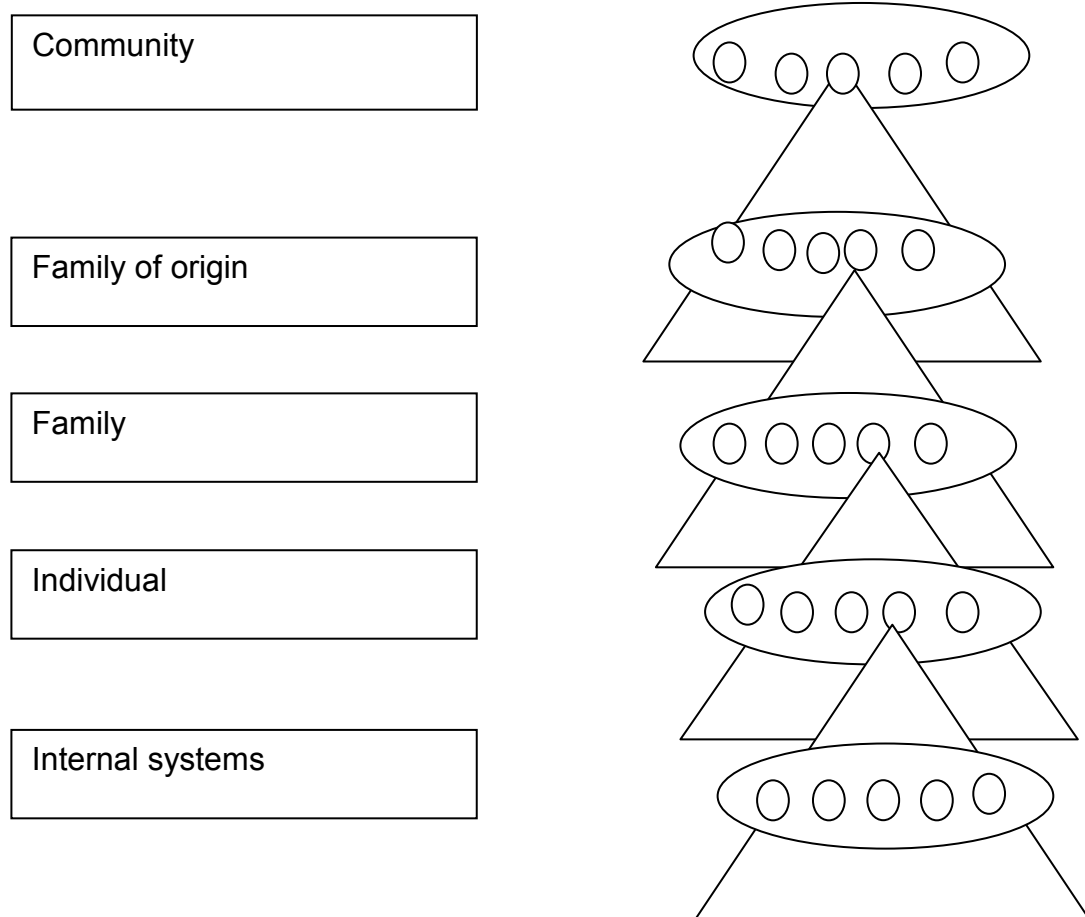
Figure 2.2: The Eco-Systems Model

Friedman and Allen (2009:10) state that Gertamin (1991) was instrumental in adapting these two theoretical models to the EST with specific applicability to

social work. Gertamin (1991), in Friedman and Allen (2009:11), identifies the nature of relationships between systems as transactional and reciprocal exchanges between entities, or between their elements, in which each changed or otherwise influences the other over time. The ecological systems theory is specifically concerned with the nature of interaction between the individual, group, family, or community and the greater environment, and is not so much problem orientated.

Payne (2005:150) concurs with the above notion and adds that the aim of social work is to increase the fit between people and their environment. According to Friedman and Allen (2009:11), the EST views individuals as both the cause and the effect of their situation; thus pointing to circular causality. Circular causality is a concept borrowed from family therapy. It explains that if A makes B happen, B is also a cause itself, and can modulate or perpetuate A. Therefore, you get a circle, with A causing B, and B causing A, which in turn causes B again (Alkam, 2007:1). This can be applied to women survivors of human trafficking. The objective would not be to find blame, but instead to have all role players involved acknowledge that there is a problem and to work towards increasing intervention strategies to find a way to facilitate change and as a result promote healing.

Since the person is in a dynamic situation, all change in a person's world facilitates change in the larger system. In the situation of a woman survivor of trafficking, the consequences of the phenomenon on the individual automatically affect the larger systems around the individual, which will also include government systems and non-governmental organisations (NGOs). Payne (2005:150) states that as life changes occur in people's lives, they experience life stressors, transitions, events, and issues that disturb their fit with the environment. This creates an unexpected disturbance in their capacity to adapt to their environment in such a way that they feel they cannot cope with it.

Friedman and Allen (2009:11-13) identify adaptation, life stressors, coping, power, and human relatedness as important concepts for understanding the nature of the

interactions of the person-in-environment and these concepts will be discussed in the following sub-section.

2.2.1 Concepts for understanding the nature of interactions of person-in-environment

2.2.1.1 Adaptation

Given the dynamic nature of interactions in person-in-environment relationships, adaptation is the central ecological concept. Adaptation relates to the cause and effect relationship (circular causality) between the person and the environment, with change as the investable outcome of interaction.

In the case of a woman survivor of human trafficking, adaptation may be directed to changing oneself in order to meet environmental opportunities or demands, or it may be directed to changing the environment to such an extent that the physical and social settings will be more responsive to the client's needs, rights, goals, and capabilities (Friedman & Allen, 2009:12).

Adaptation as it relates to equilibrium would provide a list of choices, whereas in achieving homeostasis, the system would have a more extensive range of options from which to choose. Payne (2005:144) equates equilibrium to homeostasis and defines it as the ability of a system to maintain its fundamental nature even though input will contribute to some changes

2.2.1.2 Life stressors

Payne (2005:150) states that people are interdependent on each other and their environment; they are people-in-environment. Friedman and Allen (2009:12) add that person-in-environment interactions may lead to tension, also referred to as life stress. Life stressors apply energy in the form of stress to a system. This system may be a person, a family, or a community (Payne, 2014:185). Furthermore, whenever different entities interact with each other, the ebb and flow between them may create some friction. The system's need to continue to adapt and achieve a state of homeostasis, in other words stability, is in itself a source of stress.

Life stress encompasses both external demands and the internal, thus conscious and unconscious experiences of stress. This includes transitional disturbances that have both emotional and physiological elements. Transitional disturbances create life stressors in three interrelated areas:

- life transitions and traumatic events;

- environmental pressures; and

- dysfunctional interpersonal processes.

When a person has to adapt to a stressful situation, transitions in life impose new demands that require new responses and can therefore often be distressing. All such transitions require some changes, some flexibility, and some creativity in dealing with the environment, processing information and problem solving, and relating to others (Payne, 2014:18, 205). The researcher has the opinion that the social worker should be aware of the fact that gradual changes in the survivor usually provide the opportunity for planning and preparation in the healing process. Consequently, the attendant stress, as an effect of trafficking, is more manageable than when the change is sudden and unexpected. For some survivors, change of environment would represent a major threat to their self-image and self-esteem. For others, change represents an opportunity for environmental enhancement and self-preservation.

However, what is perceived as stressful varies depending on age, culture, physical and emotional status, past experiences, and the perceived and actual nature of the environment. Therefore, in the context of this study, the survivor of human trafficking might have gone through experiences similar to those of other survivors with regards to exploitation, torture, abuse, and trauma. However, their reaction and outcome could be totally different due to different coping strategies. Therefore, helping women survivors of human trafficking with their life stressors provides the social worker with a clear and distinctive professional function; to improve the transactions between people and their environments, and to facilitate a better match or level of fit between their needs and environmental resources (Payne, 2014:19, 204). As a result, holistic intervention guidelines are thus of paramount importance to assist service providers in service delivery. Thus, an intervention

programme needs to focus on the person in his or her total environment, which needs to include all systems.

2.2.1.3   Coping

Friedman and Allen (2009:12) state that the ability to cope requires both problem solving and the ability to regulate negative feelings. The outcome of these factors leads to the increase of self-esteem, which will help diminish the negative feelings brought on by a particular stressor. Payne (2014:96, 204) indicates that coping is the ability to manage present problems without anxiety. Coping measures include emotional, cognitive, and behavioural actions, which are needed to change aspects of a stressful life situation.

Furthermore, coping is a process by which the woman survivor endures challenges or stressors which may be short-lived or present for a long time. Consequently, social workers are mandated to provide direct services to individuals, families, and groups, which include women survivors of human trafficking, to help them to find ways to cope with the struggles they face in day-to-day living. These survivors experience stress when they perceive an imbalance between external demands placed on them and their self-denied capacity to meet the demands through the use of their own internal and environmental resources (Payne, 2014:204-205). Therefore, for the woman survivor of human trafficking to cope successfully with stress, the individual have to be supported to find possible ways to deal with negative feelings to maintain hope and to start with the healing process. As problem solving proceeds, self-esteem is elevated, hope is strengthened, and the defences that were needed at the outset begin to relax.

The ecological life model of Payne (2014:185) seeks to incorporate an awareness of social concepts such as fit, adaptedness, life stressors, and life course. Payne (2005:151) illuminates that in order to cope with life stressors, women survivors of trafficking will have to move through two stages of appraisal of the stressor and the stress. The first stage would be actual exposure to trafficking as a stressor and the second stage would be internal response to the life stressor that would lead to stress as depicted in Figure 2.3.

Life course – the unique pathway through life

Person following the life course

Stress – Unexpected internal response to life stressor

Trafficking as a Life Stressor

First assessment

Second assessment

Coping

Feedback
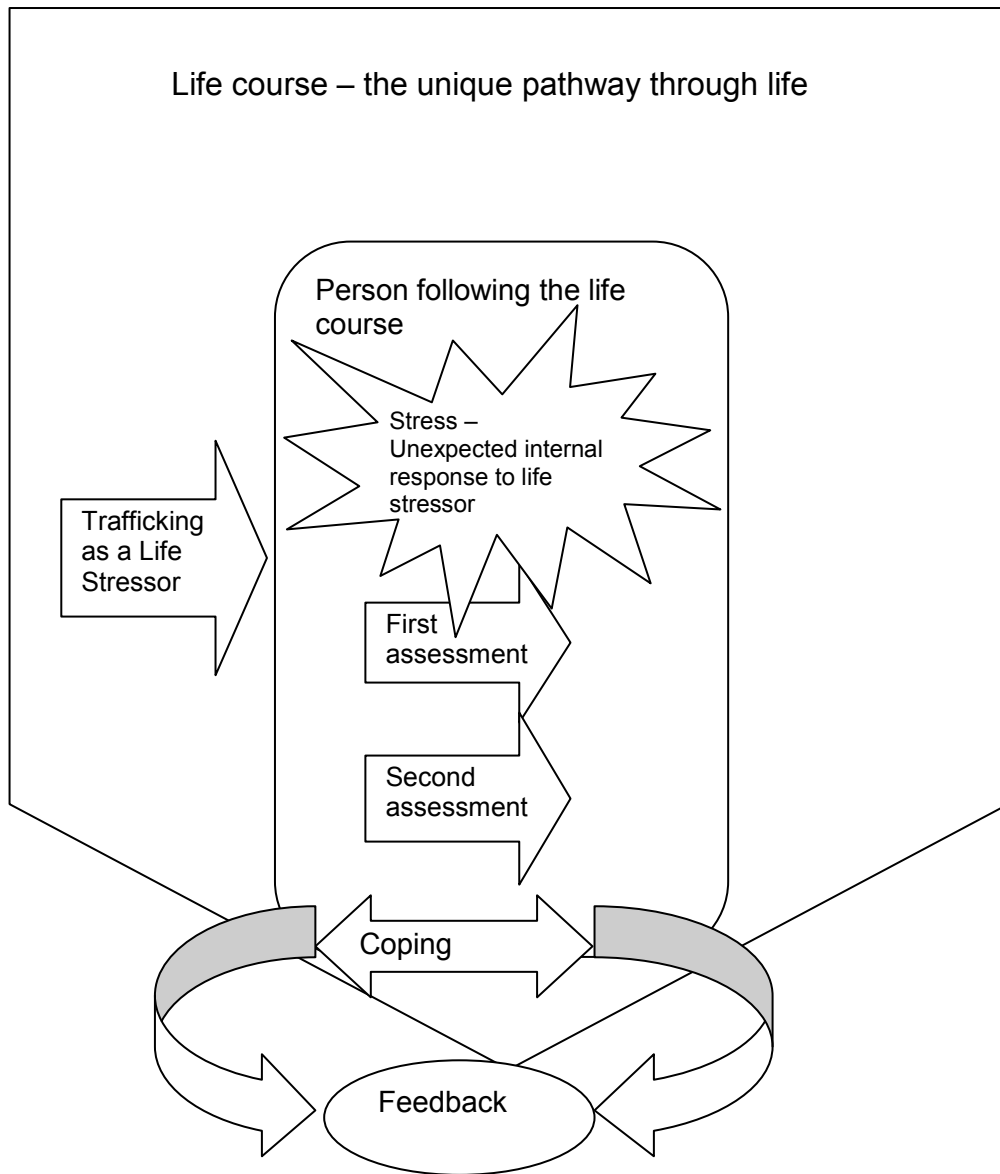
Figure 2.3: Life model diagram

Adapted from: Payne (2014:205).

Firstly, the women survivors of human trafficking should judge how serious the life stressor of trafficking is and whether it has caused harm or loss, or whether it is a challenge. For instance, the survivors of human trafficking should realise the seriousness of human trafficking and what harm it can cause or has caused in their lives, their families, and society at large. The survivors should acknowledge the losses and challenges that trafficking caused, for them and all systems interacting with them (Payne, 2014:185).

Secondly, women survivors of human trafficking should look at measures they might take to cope and the resources they have to support them. They should try to cope by changing some aspects of themselves, the environment, or the exchanges between themselves and their environment. The researcher, who worked with survivors in her previous working environment, is aware that changes in survivors' worlds depend on the different needs of each survivor. Since each individual is unique and reacts differently to stressful circumstances, the social worker has to create an enabling environment to allow survivors to experience self-determination when it comes to accessing services. This means that the service provider should be creative and innovative in coming up with a number of strategies to enable choices informed by free will, which will enhance healing in the survivor's life (Payne, 2014:185).

Payne (2005:151) outlines the resources that people have in order to cope in stressful situations. These resources are also relevant in the lives of survivors of human trafficking:

- **Relatedness –** this refers to the capacity to form attachments with social networks (Payne, 2005:151). In assessing environmental resources, the social worker evaluates the availability and responsiveness of the woman survivor of human trafficking's formal service networks. These networks could be public and/or private agencies, or different kinds of institutions. Furthermore, potential sources also include the survivor's informal networks of relatives, friends, neighbours, and work colleagues who may or may not provide emotional support, material resources, information, feedback, and advice (Gitterman, 2014:11-20).

  In assessing personal coping resources, the social worker evaluates the survivors' motivation, problem solving, and relationship building skills. The social worker should further assess the survivors' outlook on life, self-confidence, and the ability to search for and use information in their environment. Furthermore, assessment of the survivors' capacity to refrain from rash or impulsive decisions and actions is important. Moreover, it is also imperative to assess the survivors' potential to regulate negative emotions

aroused by stressors, and their ability to seek environmental resources and use them effectively. It is therefore important for survivors to become aware of flexibility and optimism as personal coping resources (Gitterman, 2014:20).

- **Self-efficacy –** this denotes a person's confidence in his or her ability to cope (Payne, 2005:151). Self-efficacy is defined as the belief that one has the capability to succeed in specific situations. It is a context-specific judgment of the capability to perform a task or engage in an activity. Furthermore, it is a judgment of one's own confidence which depends mostly on the task at hand and is independent of any socially or culturally assigned values (Hughes, 2011:20). It is the promoting of individual autonomy through empowerment in developing service user autonomy in decision making (Lishman et al., 2014:466). Survivors who exhibit a strong sense of self-efficacy tend to consider setbacks and difficult obstacles as challenges and therefore generally perform at higher levels than survivors who question their self-efficacy. On the other hand, a woman survivor of human trafficking who exhibits weak or low self-efficacy often views challenges and setbacks as threats, resulting in low aspirations and weak commitment to goals. Survivors with strong or high self-efficacy tend to set higher goals and remain motivated in the face of failure and disappointment. Therefore, when survivors tap into their perceptions regarding their self-efficacy, they may ask themselves questions such as: "Can I bounce back?", "How well can I be restored?", "Can I change my situation?", "Can I solve this problem?", and "Could I easily make friends?" Answers to these questions reveal whether the survivors possess high or low efficacy to accomplish their goals or social well-being (Hughes, 2011:20).

Self-efficacy is seen as dealing almost exclusively with the woman survivor of human trafficking's cognitive perceptions of competence. These cognitive aspects also include an evaluative component. This is because judgments of competence necessitate evaluations of what one is or is not capable of achieving. Affective or emotional self-components are recognised as being associated with cognitive self-efficacy perceptions and low self-efficacy is recognised as causing anxiety and stress. Self-efficacy therefore is a critical

determinant of whether a woman survivor of human trafficking will actually expend effort on participating in the designed programme and persist under difficult conditions (Hughes, 2011:21).

- **Competence –** this refers to the ability of survivors to be aware of some survival skills or to look for help from others to survive (Payne, 2005:151). The researcher believes that all people have some strengths and resilience to cope with stressors on their life, including women survivors of human trafficking. Without overlooking weaknesses, it is important for social workers to identify, mobilise, and build people's inner and external strengths through the encouragement of their positive assets (Gitterman, 2014:22).

- **Self-concept/self-awareness –** Self-concept can be seen as an overall composite perception of oneself; it is a general, self-descriptive construct that incorporates many forms of self-evaluative feelings, attitudes, and aspects of self-knowledge, for example, about our abilities, skills, appearance, and social desirability (Hughes, 2011:18). Self-awareness is knowing yourself, in other words your feelings, beliefs, behaviour, and values, particularly in relation to how you affect other people (Lishman et al., 2014:466). When the women survivors of human trafficking tap into their self-concept perceptions they ask themselves questions such as: "Am I good at problem-solving?" or "Do I make friends easily?" Self-concept refers to what the woman survivor of human trafficking thinks and believes about the herself in various situations. It is therefore imperative for the woman survivor of human trafficking to have a positive self-concept in order to promote healing and social well-being (Hughes, 2011:18).

- **Self-esteem –** this denotes the extent to which a woman survivor of human trafficking feels significant and worthy. Self-esteem and self-concept are two separate but related constructs. Self-esteem is defined as the value that individuals place on themselves. It involves both judgments about a person's own worth, and the feelings associated with those judgments (Hughes, 2011:18). Therefore, this is the way women survivors of human trafficking perceive themselves and their self-worth. A woman survivor of human trafficking with high self-esteem is satisfied with the person she is and meets

her own standards as a human being. The definition of self-esteem brings the notion of values into play, because being 'worthy' is inherently seen as more desirable or good. It is also seen as a more valuable trait to have, whereas being unworthy is viewed as being undesirable, inferior, or bad. There can be wide-ranging consequences for a woman survivor of human trafficking who exhibits a low self-esteem. She is more likely to have difficulties in dealing with problems and challenging experiences, be overly self-critical, and can become passive, withdrawn, and depressed. A woman survivor of human trafficking is also more likely to be easily frustrated, may hesitate to try new things, may speak negatively about herself, and often sees temporary problems as permanent conditions. In essence, she tends to be pessimistic about herself and her life. On the other hand, a woman survivor of human trafficking who was exposed to a healing process may exhibit high self-esteem and demonstrate a generally optimistic view of the world and her life, despite traumatic experiences. She will also tend to find it easier to handle conflicts, resist negative pressures, network with others, and bounce back. When a woman survivor of human trafficking taps into her self-esteem perceptions, she asks herself questions such as: "How do I feel?", "Am I happy?", and "Do people like me?" Answers to these questions reveal whether an individual possesses high or low self-esteem (Hughes, 2011:18). The skill of enabling is paramount at this instance.

Therefore, social workers should play an enabling role or demonstrate skills that would mobilise and strengthen the motivation of the women survivors of human trafficking to deal with difficult life stressors and the associated stress that they may experience. The enabling method also helps the women survivors of human trafficking to manage their negative feelings and stress that otherwise could lower their self-esteem and interfere with effective coping mechanisms. Enabling skills include: identifying strengths, conveying hope, offering realistic reassurance, and legitimising and universalising thoughts, reactions, and feelings. These skills help the women survivors of human trafficking to mobilise and sustain their motivation and personal strengths (Gitterman, 2014:25).

- **Autonomy –** this refers to the woman survivor of human trafficking having a sense of control over her life, as well as taking responsibility for her actions while respecting others' rights (Payne, 2005:152). All people intrinsically desire to be autonomous, meaning they have an innate desire to act according to their genuine desires and preferences, to show courses of action that reflect their true selves, and to experience themselves as the source of their own actions (Skinner & Edge, 2007:301). Therefore, a woman survivor of human trafficking also has an innate desire to act according to her own choices and make her own decisions to understand herself fully. She should be able to reflect on her own self and realise that she is the headspring of her own actions. Therefore, a positive attitude towards her own life may enhance the healing process and her level of resilience.

Friedman and Allen (2009:13) indicate that the locus of stress is an external source. However, the need to cope and to develop defences arises from the internal anxiety created by an external stressor. In this study, the stressor would be enduring the effects of human trafficking which could be in the form of sexual or labour exploitation, addiction to a substance, removal of organs, contracting diverse diseases, and illegal status in the destination country, just to mention a few. Therefore, when women survivors of human trafficking are faced with a challenging situation, they will rely or depend on their own strengths to cope with stressful situations.

2.2.1.4 Power

Friedman and Allen (2009:13) continue on to say that the abuse of power by a dominant group in a society can also be a source of tension in person-in-environment interactions. Abusers of power would be people like pimps, traffickers, or even government or non-governmental officials, who can cause serious tension in the survivor's environment. These tensions affect whole segments of the population and not only the individual. Abuse of power may occur at any systemic level, including within families. How the individual experiences this tension and adapts to the tension producing situation determines that individual's capacity for negotiating power inequalities and imbalances.

2.2.1.5   Human relatedness

Friedman and Allen (2009:14) concurs with Payne (2005:151) and state that the paramount concept of person-in-environment is the individual's ability to develop relationships and attachments. Three important relational aspects of person-in-environment interactions have been identified:

- The attributes of human relatedness, competence, self-direction, and self-esteem, which are all outcomes of the person-in-environment gestalt.
- The interdependence of such attributes, each deriving from and contributing to the development of others.
- The apparent absence of cultural bias in such attributes. Every human society, apparently irrespective of culture, values relatedness. Since human relatedness attributes (competence, self-direction, and self-esteem) exist in all cultures, it is therefore imperative to understand the cultural values that contribute to the makeup of each client system. Hence the need to have appropriate clinical tools to gather accurate information from service users.

The researcher has the view that coping mechanisms are paramount in the process of healing for the women survivors of human trafficking. The devastating challenges and trauma experienced by the survivors require specialised professional help in order to meet their needs. Therefore, service providers should be competent enough to equip and empower the survivors with diverse coping mechanisms in order to promote resilience and maintain social well-being. The social workers should also be aware that it is imperative to prevent secondary victimisation in the process to recovery. As such, getting detailed information from the survivor would be helpful to understand and explore both her background and current situation. Therefore, in the process of gathering information from the women survivors of human trafficking, social workers should utilise explorative clinical tools.

There are three clinical assessment tools which are helpful to social workers in gathering information from the service users and their environment. These tools are the genogram, the eco-map, and the social network map. These tools permit a graphic depiction of some aspects of the client's ecological environment, as well

as providing important interactional data that can support the social worker during the assessment process (Bruce & Jessop, 2009:14).

The researcher has the view that these tools would be very useful when gathering information from the woman survivor of human trafficking in order to comprehend her background, the environment she lives in, the social networks that she interacts with, as well as her dreams and hopes. Therefore, to understand the above-mentioned assessment tools, the researcher will discuss them in the following section.

2.2.2 Clinical tools for information gathering

The following clinical tools are deemed appropriate to use in order to collect and explore the service users' circumstances:

- **Genogram:** According to Goldenberg and Goldenberg (2004:199), a genogram is a pictorial form of the genesis of the presenting problem over at least three generations. Bruce and Jessop (2009:14) stipulate that a genogram provides a historical overview of the family and is a useful way of obtaining a sense of the client's historical milieu. Goldenberg and Goldenberg (2004:199) state that it is a useful tool for allowing the social worker and family members alike to examine the ebb and flow of the family's emotional processes in their intergenerational context. The genogram symbols provide a visual representation of the family tree and it helps to identify previously hidden patterns. Bruce and Jessop (2009:14) add that once the historical patterns emerge, the client is much better equipped to develop strategies for behavioural change. In the case of the survivor of human trafficking, the genogram would assist in understanding the patterns that would emerge during assessment. The emerged patterns would assist the social worker to render quality service, tapping into the designed and developed holistic social work intervention programme to promote the well-being of the woman survivor of human trafficking.

- **Eco-map:** Goldenberg and Goldenberg (2004:89) illustrate that eco-maps are useful appraisal devices for diagramming a client's connection to a larger

social system. To show the social and personal relationships between the survivor and her environment, social workers frequently use an eco-map as an assessment technique. The assessment guides the social worker or service provider to map out the survivor's connections between family members and the outside world. Friedman and Allen (2009:14) add that depending on the quality of the connections, whether positive and nurturing or negative and filled with conflict or stress, the social worker or service provider should come up with strategies to coordinate the helping services a survivor is receiving. Furthermore, an eco-map can also be utilised to indicate the different systems with which the survivor is in relationship and the flow of interaction between the survivor and other systems.

Friedman and Allen (2009:14) illuminate that whereas the genogram identifies the historical ecology of the client, the eco-map identifies the client's current social context. The eco-map indicates the different systems (circles) in the society with which the survivor interacts and the quality of those interactions, which will affect the functioning of the survivor. Goldenberg and Goldenberg (2004:89) clearly state that eco-maps help organise and clarify the stress, and support inherent rights in the service user's environment. The eco-map thus creates a visual representation of the client's resources, which may enable the social worker to call upon as many people as possible in the client's network to develop, in a coordinated fashion, the best and most workable solutions to the client's current predicament.

Mattaini and Meyer (2004:16-17) further state that the EST is a way of seeing the person in totality or as a whole. That is the person and the environment in their interconnected and multi-layered reality, in order to comprehend the complexity of each individual and avoid oversimplification and reductionism. A typical eco-map as a graphic device for viewing the relevant connected case elements together within a boundary that clarifies the social worker's assessment is presented as Figure 2.4.
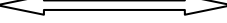
As Calix (2004:1) indicates, an eco-map supports the social worker in determining the resources and interventions necessary for the resolution of many stressors, and is overall a useful tool for measuring social support. As a result, the client is able to develop a better understanding of his/her situation and it ultimately reveals strategies for resolving dilemmas.

The researcher agrees with Bruce et al. (2009:14) and demonstrates in Figure 2.4 the circles representing different social aspects that the survivor interacts with. The example of these social aspects could be diverse organisations, such as the court system, medical services, neighbours, the SAPS, the Department of Home Affairs (DHA), the DSD, women's shelter, school, and the legal aid clinic. The depicted circles have lines and arrows that identify the nature and direction of the flow of energy between the organisation and the survivor. Figure 2.4 is an example of an eco-map of a woman survivor of human trafficking, depicting services within the context of the survivor.
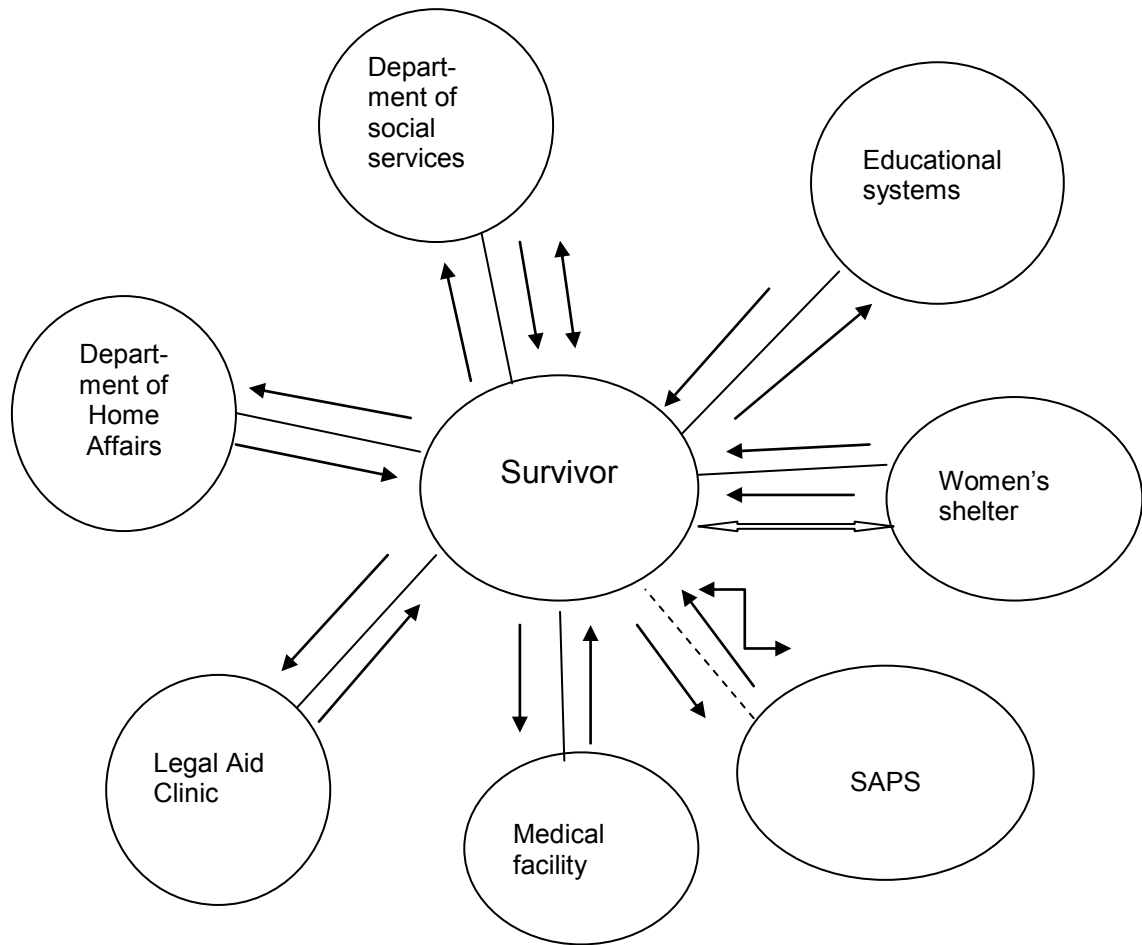
Figure 2.4: Eco-map of the woman survivor of human trafficking

Key for Figure 2.4:

Energy flow with intensity or positive relationship	⟷
Positive energy	————
Negative relationship	------------------
Very strong relationship	⟺
Strained relationship	⌐⟷

- **Social network map:** a social network map is a tangible tool which is used to assist service users. The presence of social intimates has beneficial emotional or behavioural effects on the receiver (Friedman & Allen, 2009:15). Hardcastle, Powers and Wenocur (2011:295) add that social mapping techniques are used to assess social support networks. Social networks are also called eco-maps when used for individual service users. The social

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worker rendering services to women survivors of human trafficking would collect information from the survivor and organise it into a social map that would indicate potential ecological relationships between the survivor and other primary, secondary, and tertiary groups or organisations. In this instance, the social network is used as a means of quantifying the level of support the service user receives from her network. Social network describes the structure of the social relationships and the quantity of a set of interconnected relationships. It is described as a unit of social structure that represents a person's pattern of living, and includes all of an individual's social contacts and ties, or an individual's interaction with other persons (Setlalentoa, Ryke & Strydom, 2014:358).

Social work practitioners require skills to assess and establish primary and secondary social support networks, as most help will come from these types of networks, such as family and friends (Hardcastle et al., 2011:295). As a result, social workers have made use of social network mapping techniques as an additional tool in social work assessment and intervention. In order to understand a service user's support network, the social worker must examine the user's potential, as well as her actual support systems (Setlalentoa et al., 2014:359). The use of the social support network is a preferable technique and more conducive to empowering women survivors of human trafficking than just depending on tertiary support or social agencies (Hardcastle et al., 2011:295). These are also defined as network resources, which are the part of a social network to which the service user routinely turns or would turn to for assistance. Social network further refers to a supportive climate or environment as the positive quality of social relationships and systems, such as the family, the working place, or groups. Positive social networks are often defined by a high degree of interpersonal cohesion, involvement, and expressiveness, and a low degree of conflict. Cohesion means the degree of mutual help and support in that system (Setlalentoa et al., 2014:359). The researcher relates this to the family of a woman survivor of human trafficking to determine the help and support she would receive or not receive during intervention process. Turner (2011:452) identifies the important features to assess within social networks. These include the network structure or shape,

interactions between network members, social support functions provided by network members, and network composition and diversity.

A social network map therefore has:

a. Formal supports: such as general services that the client depends on for day-to-day living, which could be free services such as day care services, insurance, bankers, or therapists.

b. Informal supports: these are people who offer the client support to meet her day-to-day needs. These could be family members, social groups, neighbours, best friends, and religious groups (Hardcastle et al., 2011:295).

Clinical assessment tools are commonly used to assess and gather personal data that are vital in social work (Turner, 2011:453).

2.2.3 Eco-Systems Theory as a gender-responsive, rights-based assessment framework triangle

Since an eco-systems perspective provides an interactional view of any system within the context of its environment, a positive interplay of biological, psychological, social, and spiritual aspects is critical. Furthermore, gender-responsive guidelines in a holistic manner concerning women survivors of human trafficking are imperative. As such, the Commonwealth Secretariat (2003:20) defines human rights as a fundamental human entitlement that expands human choices and enhances human well-being and fulfilment. Human rights are inalienable, universal, indivisible, and interdependent. EST gender-responsive guidelines are necessary, as they will be rights-based. The gender discrimination against women in South African systems and environments is now recognised as a fundamental denial of human rights. The UN Commissioner for Human Rights (2010:229) considers trafficking in persons as a human rights violation. The UN Commissioner further observes that women's human rights must lie at the core of any anti-trafficking strategy.

In their explanation of the Social-Ecological Model, the CDC (2019) and UNICEF C4D 2009 add that besides helping to clarify factors experienced by survivors of human trafficking, the model also suggests that in order to prevent human trafficking, it is necessary to act across multiple levels of the model at the same time. This approach is more likely to sustain prevention efforts over time than any single intervention (see Figure 2.5 and 2.6). The CDC (2019) mentions four levels in the Social-Ecological Model (individual, relationships, community, and societal) that are paramount in understanding the circumstances of the person in the environment. The important levels to take note of are as follows:

- **Individual**

  The first level identifies biological and personal history factors that increase the likelihood of becoming a victim or perpetrator of trafficking. Some of the factors are age, education, income, substance use, or history of abuse. Prevention strategies at this level are often designed to promote attitudes, beliefs, and behaviours that ultimately prevent human trafficking. Specific approaches may include education, awareness, and life skills training (CDC, 2019).

- **Relationship**

  The second level examines close relationships that may increase the risk of experiencing trafficking as a survivor or perpetrator. A person's closest social circle, peers, partners, and family members may influence the survivor's behaviour and contribute to the range of experience. Prevention strategies at this level may include family-focused prevention programmes and mentoring, as well as peer programmes designed to reduce vulnerability, foster problem-solving skills, and promote healthy relationships (CDC, 2019).

- **Community**

  The third level explores the settings, such as schools, workplaces, and neighbourhoods, in which social relationships occur and seeks to identify the characteristics of these settings that are associated with becoming victims or perpetrators of human trafficking. Prevention strategies at this level are typically designed to affect the social and physical environment, for example

by reducing social isolation, improving economic and housing opportunities in neighbourhoods, as well as the climate, processes, and policies within school and workplace settings (CDC, 2019).

- **Societal**

  The fourth level looks at the broad societal factors that help create a climate in which violence is encouraged or inhibited. These factors include social and cultural norms that support violence as an acceptable way to resolve conflicts. Manjoo (2011:86) confirms that victims of domestic violence are also often victims of human trafficking. There are several common ways in which domestic violence and human trafficking overlap. A good example is an individual whose exposure to domestic violence makes her vulnerable to traffickers, and trafficking victims who are vulnerable to domestic violence upon their escape from trafficking. There are also the intersection cases which contain the elements of both domestic violence and human trafficking, occurring simultaneously. The CDC (2019) states that other large societal factors include the health, economic, educational, and social policies that help to maintain economic or social inequalities between groups in society.

Figure 2.5: An eco-systems model in understanding women survivors of human trafficking
Source: CDC (2019)
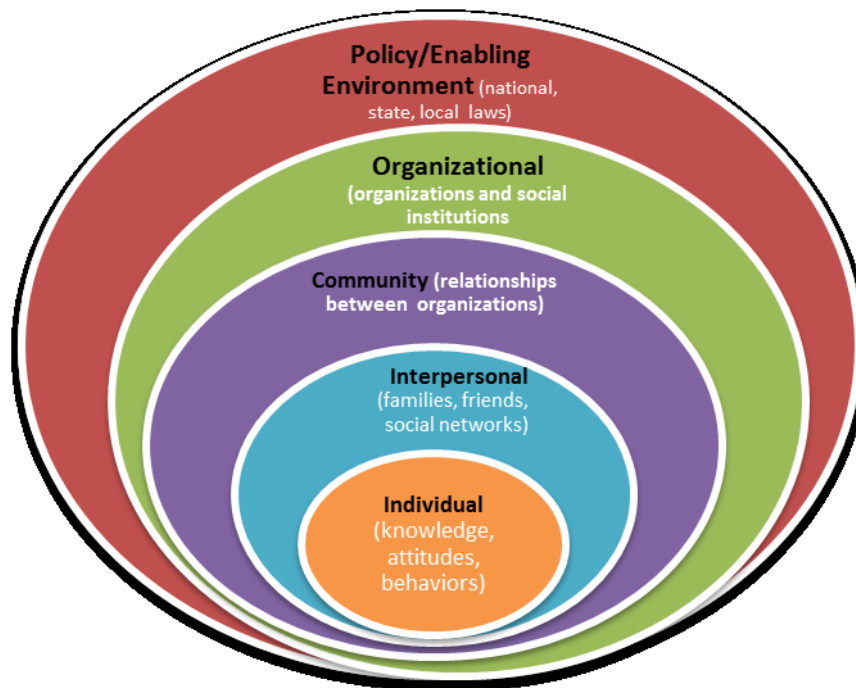
Figure 2.6: **The social ecological model in understanding women survivors of human trafficking**
Source: UNICEF C4D (2009)

Therefore, the researcher has the view that the above narration integrates well with the EST, as it considers the person-in-environment's needs to be central. Women are human beings, although differently situated and inequitable in relation to men in terms of their gender roles and the impact of gender stereotypes. They thus have different needs. Therefore, a human rights-based approach to human trafficking must also be responsive to gender differences and disparities and must focus on the realising of human rights equally for women and men, including utilising an appropriate assessment framework tool (Commonwealth Secretariat, 2003:20).

In addition, several authors such as Turney, Platt, Selwyn and Farmer (2011:6); the Department of Health (DOH) (2000:12), and Lishman (2015:140), focus on a common assessment framework triangle used to assess children in need and their families. However, the researcher holds the opinion that the assessment triangle can be extrapolated in the assessment of women survivors of human trafficking in relation to their environment and social networks. Lishman (2015:131) argues that

good assessment skills go beyond working with people in need. They ensure that individual practitioners and their organisations must take on an intellectually and morally robust approach to systems and procedures, so that they can be properly used as helpful tools.

The researcher will use a holistic assessment model to assess the needs of the woman survivor of human trafficking in this study, which will form the basis for the development of an intervention programme to assist the survivor in her healing process. The distinctive feature in this stance will be to continue to maintain a 360 degree focus on the personal, social, and economic situation of the survivor (Lishman, 2015:129). The researcher is aware of the fact that the ethnicity, culture, and history of the survivors are crucial in all social work assessments, as these aspects form part of people's identity and influence the life options open to them, their abilities, and the attitudes of the members of the community towards them.

As stated previously, an eco-systems perspective is a holistic approach that views people in their environment. Therefore, the framework will provide a conceptual map for a holistic assessment that will emphasise the welfare of a woman survivor of human trafficking by inferring the three interrelated domains from the assessment framework, namely:

- developmental needs of a woman survivor;
- family support network capacity of a woman survivor; and
- environmental factors (Turney et al., 2011:6; DOH, 2000:12; Lishman, 2015:141).

The above sentiments are summarised in the holistic common assessment framework triangle (Figure 2.7) which has been adjusted to the circumstances of the woman survivor of human trafficking and will portray the interrelatedness of the mentioned domains and dimensions.
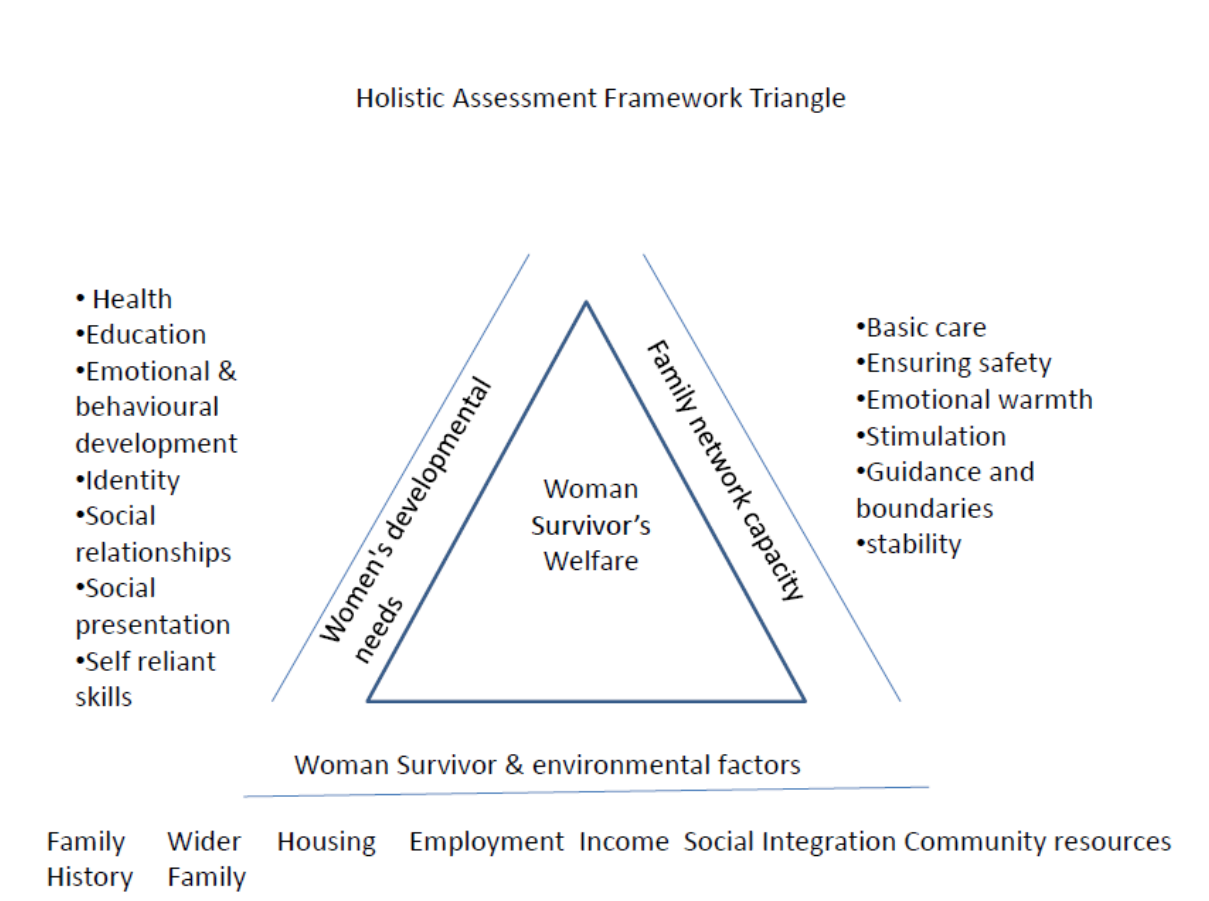
Figure 2.7: The holistic common assessment framework triangle

Adapted from: DOH (2000:17), Turney et al. (2011:6), and Lishman (2015:141)

In this study, the researcher will make use of the adjusted framework to design and develop a holistic social work intervention programme. The developed programme would be utilised by role players to render services that are more integrated to women survivors of human trafficking in South Africa. The adjusted domains and dimensions of the framework will be discussed in the following section.

2.2.3.1   Domains and dimensions of the assessment framework

Several authors such as Lishman (2015:141); the DSD (2013:50-57), and Turney et al. (2011:5-6) indicate that during the assessment of an abused child, care should be taken to avoid further harm. The same should be applied to a woman survivor of human trafficking by focusing on harm reduction. Therefore, it is

important to emphasise that assessment should concentrate on understanding harm that had come to the women survivors, as well as on what is likely to occur as a result of being trafficked. The outcome will assist the researcher to design and develop an informed intervention programme that would meet the needs of the survivors and promote their well-being. It is therefore imperative to consider the three domains on the process of promoting healing in the women survivors of human trafficking, namely developmental needs, family network capacity, and environmental factors. These three domains will be discussed below:

- **The developmental needs of the woman survivor of human trafficking domain:**

  In this domain, a clear understanding of what a particular woman is capable of achieving in terms of her holistic needs, focusing on all aspects of her life, is crucial. Therefore, it is critical to ensure that the woman survivor is afforded the opportunity to achieve her full potential in different aspects of her life. Furthermore, the following dimensions are relevant in this domain.

  ✓ **Health dimension**: This dimension focuses on the women survivors' physical and mental health. In this dimension, for instance, the provisions of appropriate healthcare, good nutrition, enough sleep or rest, and exercise should be considered as important. Therefore, the women survivors should each receive a thorough and complete medical assessment. This entails a comprehensive medical check-up and treatment.

  ✓ **Education dimension:** This includes the cognitive development of the women survivors. This dimension focuses on opportunities the survivors were exposed to in order to interact with other systems, such as schools or institutions. The development of life skills, talents, and interests are crucial in this dimension to allow the survivors to reach their potential. This would enable the survivors to set achievable goals and dreams for their future. The acquired skills would make the survivors experience a feeling of empowerment, success, and achievement.

✓ **Emotional and behavioural development dimension:** the emotional and behavioural dimension covers the appropriateness of responses demonstrated, namely feelings and actions, by the women survivors of human trafficking towards their family members, peers, and other significant others. Furthermore, the nature and quality of early attachments, temperament, appropriate self-control, adaption to change, and the way the women survivors of human trafficking respond to stressors are included.

✓ **Identity dimension:** This refers to the survivors' increasing sense of self as unique and valued persons. Their view of their selves and their abilities, their self-worth, and their positive sense of individuality is paramount. Aspects like race, religion, gender, sexuality, culture, sense of belonging and acceptance by family, and social networks which include social relationships and social acquaintances from the wider society, contribute to and influence the development of identity, resulting in the women survivors of human trafficking being self-reliant (Turney et al., 2011:5-6; Northumberland Safeguarding Children Board, 2013:11).

The United Nations Children's Fund (UNICEF) (2011:18) illuminates that development is a continuous and cumulative process and argues that what happens later in the lifecycle of a person is conditioned on what happened earlier in such a person's life. In addition, no domain exists in isolation from others. A good example is what happens at work, at church, and in neighbourhoods can be directly linked to the behaviour of a person at home and vice versa. In this chain of reaction, social, cultural, and economic opportunity, as well as gender equity, are in turn affected by the capacity of multiple systems to support the available opportunities.

• **Family network capacity domain:**
The family network capacity domain focuses on the survivor's family structure and functioning, as well as the well-being of the survivor. In this domain, assessment focuses on the ability of the family members to ensure that the survivor's developmental needs are being appropriately and adequately

responded to (UNICEF, 2011:18). It is therefore crucial for the services to be adapted to the woman's constant changing needs over a long time. It is apparent that the institutions or society, as duty-bearers, exist in an ongoing, multi-dimensional relationship with women as rights holders. Therefore, the relationship is not confined to single actions, programmes, or policies, like any other relationship. As a result, integrated services with continuous interaction, responsiveness, and commitment are required (UNICEF, 2011:18).

Below are dimensions under the family network domain and they correspond closely to Maslow's Hierarchy of Needs (Barr, 2015:94-95).

✓ **Basic care:** This dimension covers the provision of the woman's physiological needs and appropriate healthcare. According to Huitt (2007:1) and Barr (2015:94-95), basic needs include, but are not limited to, food, shelter, clothing, and bodily comforts.

✓ **Safety or security dimension:** this entails ensuring that the woman is out of danger or harm. Furthermore, in entails ensuring that the survivor is well protected and that she is not living in fear, but content with her surroundings or environment (Barr, 2015:94-95).

✓ **Emotional warmth:** this dimension entails meeting the emotional needs of the survivor. This includes emotional security and having affectionate relationships. Allowing the survivor to experience a sense of belonging, love, value, and a positive sense of racial and cultural identity. Huitt (2007:1) adds that emotional security boosts the survivor's esteem to achieve and to become competent in all facets of life (emotionally, mentally, socially, physically, economically, and spiritually). This may result in gaining approval and recognition from significant others that would promote social well-being.

✓ **Stimulation:** This dimension refers to the ability of the survivor to have an opportunity to stimulate intellectual development through the

encouragement of cognitive stimulation and the promotion of social opportunities. Huitt (2007:1) and Dobbert and Mackey (2015:91) state that cognitive intelligence allows the survivor to know, understand, and explore the environment through interaction and communication in order to master her own world. Stimulation brings about self-actualisation whereby the survivor would find self-fulfilment and realise her potential.

✓ **Stability:** This dimension refers to a stable environment in order for a person to develop and maintain secure attachments. Structure and predictability in the family environment promotes emotional safety to human beings (Zastrow & Kirst-Ashman, 2015:505). One cannot deny that a stable environment for the survivor would be paramount to restore healing and promote social well-being.

- **Woman survivor and environmental factors domain**

  A woman survivor of human trafficking cannot be seen in isolation from her environment, which has both positive and negative influences (Payne, 2014:206). A number of dimensions are mentioned under this domain, namely:

  ✓ **Family history and functioning:** This dimension refers to everybody who lives in the household and their relationship to the woman survivor of human trafficking. It is also important to note significant changes in the composition and structure of the family. Further, it is imperative to understand family life events and the effects thereof on the individuals, as well as the family.

  ✓ **Extended family and other social systems:** During the assessment, this dimension will focus on the quality of the relationships between the survivor and extended family members, as well as community members.

  ✓ **Housing:** This dimension covers the quality of housing and basic facilities such as water, sanitation, cooking, and sleeping arrangements. Housing refers to both the interior and exterior living environment. The

service provider should assess the availability of housing to the woman survivor.

- ✓ **Employment:** This dimension refers to the effect of employment or unemployment of one or more of the family members. This includes factors like the woman survivor's views about employment and unemployment, and the effects thereof. Furthermore, there is a need for the service provider to understand the diverse stressors experienced by the survivor as a result of being trafficked, which may lead to unemployment.

- ✓ **Financial support:** In this case the focus is on the extent to which this dimension determines the way the survivor's basic needs are met in the family system. Aspects of consideration during the assessment may be the sufficiency and sustainability of financial income and how the available resources impact the household.

- ✓ **Social integration of the family system:** This dimension refers to the degree to which the family integrates with or isolates themselves from the neighbourhood and the larger community. It is also of importance to assess the way the survivor values her attachments with neighbours, peer groups, friends, and other social networks.

- ✓ **Community resources:** This dimension entails the assessment of the availability, accessibility, and standard of resources in a neighbourhood, such as professional services, goods, and opportunities (Lishman, 2015:141; DSD, 2013:50-57; Turney et al., 2011:5-6).

In order to design and develop a holistic social work intervention programme that will promote healing and resilience, and bring about the social well-being of the women survivors of human trafficking, it is imperative to integrate the EST and the PCA. The researcher has the view that the combination of these two theoretical frameworks will guide her in this study to develop a meaningful programme which can be used to support the survivors in their healing process. The social service

providers should not only focus on the way women survivors interact with their environment, but should also understand the self of the survivor who is living in a constantly changing world in relation to the environment and diverse systems. It is therefore important to discuss the PCA, since it is integrated with EST in this study.

2.3   THE PERSON-CENTRED APPROACH

Miller (2005:23) states that Carl Rogers is the dominant theorist in this theoretical framework. A historical account of Carl Rogers' life as such is given by Nelson-Jones and he provides the context in which his ideas evolved. Miller (2005:23) also states that Rogers seems to have acknowledged areas of disharmony in his own life and appears to have been striving to reach self-actualisation and find more internal-external harmony. Tudor, Keemar, Tudor, Valentine and Worrall (2004:37) add that the qualities of relationship, such as warmth and acceptance, might be offered by a therapist in order to foster the client's own capacity to grow and are imperative to bring about resilience and promote healing. The PCA to therapy is based on the assumption that every human being carries internally the capacity and the tendency, latent if not evident, to move forward toward maturity. In other words, he/she has an innate and robust tendency towards growth or self-actualisation. Tudor et al. (2004:99) state that the development of both the organism and of the individual's sense of self is open to adaptation and adjustment from moment to moment according to what a person is experiencing and integrating at whatever stage.

The Australian Institute of Professional Counsellors (AIPC) (2007:24) states that the PCA was developed from the concepts of humanistic psychology. The humanistic approach views people as capable and autonomous, with the ability to resolve their difficulties, realise their potential, and change their lives in positive ways. Carl Rogers, who was a major contributor to the development of the client-centred approach, emphasised the humanistic perspective and indicated that therapeutic relationships have the potential to promote self-esteem, authenticity, and actualisation in people's lives. Moreover, it supports clients to identify and use their strengths. Tudor et al. (2004:37) agree and state that the tendency to

actualisation is the main need of life and it is the last analysis, the tendency upon which all psychotherapy depends.

In essence, the PCA focuses on the fact that clients are able to develop a greater understanding of their self in their specific environment, which will support them to resolve their own problems according to their autonomy. By believing in the capacity of the survivor, intervention by the professional person will be of an indirect nature (AIPC, 2007:24).

Grobler and Schenck (2009:4) state that the PCA is a psychotherapeutic approach that deals primarily with the organisation and functioning of the self or the identity of a person. There are many elements of experiences that the self of the woman survivor of human trafficking cannot face or clearly perceive due to various reasons. To face them or admit them would be inconsistent with and threatening to the current organisation of the self. The approach, therefore, focuses on the experiences that the self (client) cannot allow into her conscious mind, because the experiences threaten the client's perception of who she is. The AIPC (2007:24) adds that the PCA was originally focused on the client being in charge of the therapy, which led to the client developing a greater understanding of self, self-exploration, and improved self-concepts. The focus then shifted to the client's frame of reference and the core conditions required for successful intervention, such as ensuring that the professional person demonstrates empathic understanding in a non-judgmental way.

Rogers therefore describes six conditions which are necessary and sufficient for therapeutic growth (Tudor et al., 2004:37-44):

- Two persons are in contact in a working relationship. In this instance, these two persons would be the woman survivor of human trafficking and the social worker.
- The first person, called the survivor, is in a state of incongruence, being vulnerable and anxious. In this case, the woman survivor of human trafficking is the client who was exposed to devastating experiences that may lead to stress, anxiety, and incongruence.

- The second person, called the social worker, is congruent in the relationship. This means that the social worker must symbolise his/her own experience in the relationship accurately. The social worker must have integrity and be able to use accurate words to describe his/her experiences of being in the relationship with the client (Tudor et al., 2004:37, 41).

- The social worker demonstrates unconditional positive regard for the survivor. The social worker should feel that the survivor has the potential and competence to direct her own life. The woman survivor of human trafficking must experience unconditional acceptance from the social worker of all that she is at any given moment (Tudor et al., 2004:43).

- The social worker experiences an empathic understanding of the survivor's internal frame of reference. Therefore, empathic understanding describes the social worker's accurate understanding of the survivor's self-awareness and awareness of her experiences. Empathic understanding further describes the social worker's accurate perception of the survivor's internal view, perspective, or beliefs about their own world (Tudor et al., 2004:44). When working with the woman survivor of human trafficking, the social worker should show an understanding of what the survivors are thinking, feeling, and experiencing, because that is the view of their world and that is reality to them.

- The client should perceive, at least to a minimal degree, the unconditional positive regard and the empathic understanding of the therapist (Tudor et al., 2004:38, 44). The social worker has the responsibility to communicate her unconditional positive regard and an empathic understanding to the survivor.

In this study the researcher acknowledges that Carl Rogers, the father of the PCA as described by several authors above, also highlighted 19 propositions to understand human functioning (Grobler & Schenck, 2013:6). Each preposition focuses on a theme of human functioning. Some of these propositions will be utilised in this study and will be discussed accordingly below.

- **The condition** for facilitation should not in any way or under any circumstances threaten the self-structure of the client; in this case, the client

is the survivor. This entails that the facilitator or social worker should not threaten people's ideas of themselves or who they perceive themselves to be (Grobler & Schenck, 2009:153-154). Therefore, creating a conducive working environment during the intervention process of the woman survivor of human trafficking is paramount. In such an environment, the survivor would be free to express herself fully and thus explore all her experiences and get to know herself in depth (Prop 17).

- Grobler and Schenck (2009:15) explain **the self** as the person's conception, perception, and experience of who she is as a person; a unique human being. The perception we have of ourselves links to all our experiences. Therefore, the focus will be on the selves of the women survivors of human trafficking (Prop 8). Understanding the self of the women survivors of human trafficking is crucial. In this case, the selves mean their perceptions and experiences at a conscious and unconscious level of what they, as unique human beings, have gone through (Prop 1, 11). According to Grobler and Schenck (2009:14), a portion of the total perceptual field gradually becomes differentiated as the self. The perception links to all her experiences, thinking, behaviour, needs, emotions, and values. The concept total implies that the self emerges from all her experiences or, in other words, all experiences of a person are part of who that person is (Prop 3). The researcher is cognisant that human beings' experiences are always changing (Prop 1); as a result, the self is also changing continuously (Grobler & Schenck, 2009:15).

- Grobler and Schenck (2009:5, 15) illustrate that people behave according to their experiences and **perceptions**. Like experiences, perception or observation of the world or reality is an individual matter. The woman survivor of human trafficking determines her perceptions and who she is as she moves through life and whatever she experiences and feels is a reality to her (Prop 2).

- Therefore, taking into consideration their **frames of reference** during the facilitation process is important (Prop 7). Frames of reference mean that the best way to understand behaviour is to view it from the internal frame of

reference of the individual herself. For instance, what the survivor sees in the facilitation process is seen through her frame of reference. Her behaviour makes more sense if it is understood in terms of her own total frame of reference (Grobler & Schenck, 2009:36).

- Furthermore, the facilitator should allow the survivor to **determine her own destiny** as an autonomous individual (Prop 4). Grobler and Schenck (2009:32) explain that all human beings have one basic aim: to actualise, maintain, and develop their total selves (Prop 4).

- The researcher will also look at the **wholeness** (Prop 3) of the women survivors of human trafficking, being cognisant of the different kinds of experiences which form part of their selves in order to understand the selves of the survivors. Grobler and Schenck (2009:26-27) state that Proposition 3 illustrates wholeness and unity in that human beings have many different kinds of experiences. These experiences form part of the self and none can be ignored when we try to understand the self of the person. This means that the survivors with all their ideas, feelings, behaviour, needs, values, and physical attributes form part of the whole individual.

- Furthermore, the researcher would also investigate and understand the **survivors' relationships** with their significant others and other networks (Prop 9). In this regard, when designing and developing a social work programme for the survivors, it is imperative to take note of the person-in-environment's ideas, feelings (Prop 6); behaviour and needs (Prop 5); and values and physical attributes (Prop 10). The aim will be to bring about resilience for the survivors, to reconstruct and accept themselves (Prop 15, reconstruction of the self and Prop 18, acceptance of the self) (Grobler & Schenck, 2009:7, 27).

In addition, by utilising the PCA, the researcher understands that:
- The woman survivor of human trafficking is at the centre, also called survivor-centred approach. This approach encompasses the principle of placing the

survivor on the centre of decision-making process and valuing the rights and self-determination of the survivor.

- Her wider social networks are involved as full partners.
- There is a partnership between the woman survivor of human trafficking, her family, and the service provider.
- The whole of her life is considered.
- There should be continued listening, learning, and action (Australian Catholic University, 2009:6; Bush-Armendariz, Nsonwu & Heffron 2018:171).

The PCA advocates that people and their families should be the drivers of their own plans and must have control over important decisions that affect their lives. As such, the following principles matter during the intervention process:

- The focus should be on the affected persons, namely the survivors of human trafficking, and who they are.
- Action plans for the future should concentrate on the aspirations, hopes, and dreams that the survivors and their family have for their lives.
- It is important to focus on the active involvement of family members and friends of the survivors.
- The social worker should take note of any shift in power and be aware of who holds power and control.
- It is imperative for the social worker to have a clear value base of achieving genuine social inclusion and community participation.
- Leadership pertaining to social work supervision should give appropriate and clear directions for the fundamental changes in the way social workers interact with the women survivors and their families and how the organisation looks at and acts towards the survivors.

Through the application of the above principles, the PCA provides a sensitive way of understanding and responding to a survivor's needs. It has been noted to be an important way of providing culturally appropriate solutions, because it is based on the unique priorities and perceptions of the survivors, their family, and their cultural context (Australian Catholic University, 2009:7).

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The above sentiments should be taken into consideration when assessing and investigating survivor's circumstances. Further, the researcher summarised the following aspects based on previous research in this field when rendering services to the women survivors of human trafficking also called survivors of modern slavery:

- The selves of survivors need to be stable and safe. The frames of references and perceptions of the survivors matter in the process of restoration.
- The voice of the survivor should be heard and understood clearly by the practitioners rendering services at all levels.
- The behaviour of the survivor should be understood and her needs met.
- All significant others and social networks in the survivor's life should be well assessed.
- Clear recommendations should be given to support the client system.
- When using a victim or survivor centred approach to human trafficking, the survivors are the key to successful assessment, investigation, and treatment to promote resilience towards healing
- All survivors of modern slavery should be given a personal plan, which details their road to recovery, and acts as a passport to support, for period they reside in the shelter (Idris, 2017:15).

2.4 ECO-SYSTEMS THEORY AND THE PERSON-CENTRED APPROACH AS A BASE OF INTERVENTION RESEARCH FOR DESIGNING AND DEVELOPING A HOLISTIC SOCIAL WORK INTERVENTION PROGRAMME FOR WOMEN SURVIVORS OF HUMAN TRAFFICKING

Intervention research is about the process of designing and testing solutions to problems and getting solutions in place (Hawe & Potvin, 2009:10). The researcher will therefore integrate the EST and the PCA as a base for intervention research. The above-mentioned frameworks will be integrated for designing and developing a HSWIP-WSHT. The integration will assist the researcher to understand the survivor in totality. This means understanding the self of the survivor in the

environment, including all her experiences, perceptions, needs, behaviours, values, and networks. It is only when the survivor's phenomenal field or experiential world is completely understood that the designed and developed intervention programme would take all the needs of the survivor into consideration. De Vos and Strydom (2011:476) state that intervention research is a phase model consisting of the following six phases:

- Problem analysis and project planning
- Information gathering and synthesis
- Design
- Early development and pilot testing
- Evaluation and advanced development
- Dissemination

For the purposes of this study, the researcher will focus on the first four phases and activities of design and development intervention research. The outcome will be systematic, holistic intervention guidelines that will be utilised by role players when they render services to women survivors of human trafficking in South Africa. Figure 2.8 discusses the first four phases and the activities of each phase.

Phases	Activities

4. Early Development and Pilot Testing

- Develop a plan for trial use in a pilot test
- Create a limited operational model of the intervention for trial use in the pilot test site
- Determine the developmental research medium and/or procedure
- Determine developmental and monitoring instruments (e.g. developmental logs)
- Identify and address design problems
- Revise intervention, as necessary
- Continue proceduralisation and implementation of model
- Plan field test and select a site
- Expand the field test as informed by the pilot
- Implement field test and revise intervention, as necessary

3. Design

- Identify design problems and intervention requirements
- Specify boundaries of the domain of D&D
- Determine design participants (e.g. a design team, including role of users)
- Select a D&D site (e.g. laboratory, agency, university)
- Use disciplined problem solving and creativity
- Generate, select, and assemble solution alternatives
- Formulate an initial intervention or other innovative model
- Initiate proceduralisation

2. Information Gathering and Synthesis

- Identify and select relevant existing types of information (e.g. empirical research, related practice and technology, social innovation)
- Identify relevant information sources (e.g. journals, abstracts, indexes, computerised databases)
- Establish retrieval procedures
- Gather, process, and store data
- Collect and analyse original data, as appropriate
- Synthesise data and formulate solutions

1. Problem Analysis and Project Planning

- Identify and analyse key problems
- Initiate state-of-the-art review
- Determine feasibility
- Prepare project plan
- Set a development goal

Figure 2.8: Intervention research phases

Adapted from: Du Preez and Roux (2008:80) and Warria (2013:79)

The above phases will be integrated into the entire study as follows:

- Phase One: problem analysis and project planning has been dealt with at proposal stage.
- Phase Two: Information gathering and synthesis will be dealt with in Chapter Two to Six in this research study.
- Phase Three: Design correlates with Chapter Seven.
- Phase Four: Early development and pilot testing will be covered in Chapter Eight.

2.5   CHAPTER CONCLUSION

In conclusion, the integration of the EST and the PCA as theoretical frameworks of the study to design and develop a holistic social work intervention programme would achieve the required results. The researcher is of the opinion that to promote the social well-being of the women survivors of human trafficking, the service providers should uphold the best interest of the survivor as paramount. Therefore, it would be important to work in a multidisciplinary team while utilising the EST to understand the survivor in the environment in relation to diverse systems. Furthermore, the utilisation of the PCA is vital in assisting the service providers to understand the women survivors' experiences, behaviours, feelings, emotions, attitudes, and values. The integration of the mentioned theoretical frameworks will assist in shaping the process of designing and developing the intended holistic social work intervention programme. Consequently, the understanding of the survivors' experiences and needs would enable the service providers to render appropriate holistic services via a multidisciplinary team. The services rendered would aim to promote healing, resilience, and restoration to achieve the social well-being of the survivors.

Based on the preceding discussion, the needs of and consequences experienced by women survivors of human trafficking will be discussed in Chapter Three.

CHAPTER THREE:
NEEDS OF AND CONSEQUENCES EXPERIENCED BY WOMEN SURVIVORS OF HUMAN TRAFFICKING

3.1   INTRODUCTION

Human trafficking is a global phenomenon, affecting men, women, and children worldwide. Trafficking in women is a crime against humanity. As such, the consequences are most directly felt by trafficked persons. Dixon (2008:81) asserts that trafficking activities contravene fundamental human rights, denying trafficked women basic and broadly accepted individual freedoms. Trafficking also has broad economic, social, and cultural consequences for women survivors.

The approach adopted in this study is embedded in the EST, which argues that various internal and external interacting factors influence the behaviour of individuals (see Chapter Two). Therefore, in exploring the impact of human trafficking, the discussion in this chapter focuses on the needs of and consequences experienced by women survivors of human trafficking, gender specific violations with regards to human trafficking and their impacts on women, as well as the link between trafficking in women and domestic violence.

The violations women experience in the jobs and institutions into which they are trafficked for personal domestic services or intimate body and sexual services intrude into and invade a woman's privacy and entire being in ways different from men working on construction or manufacturing sites (Advocates for Human Rights, 2010:1; Commonwealth Secretariat, 2003:18-20). Furthermore, individualisation, moral castigation, illegitimacy, and invisibility, coupled with overlaps in living space and workspace, characterise these jobs and exacerbate abuse. This is manifested in greater physical confinement; more stringent surveillance; control over women's personal and work lives, bodies, and beings; and women's greater subservience and debt bondage. This intensifies the exploitation of women, for example longer hours of work, no time off, and innumerable clients. The Advocates for Human Rights (2010:1) and the Commonwealth Secretariat (2003:20) continue to say that

sex and labour trafficking of women is a complicated phenomenon with many forces that affect women's decisions to work abroad. Perhaps the strongest factor is a desperate economic situation, which impacts the availability of satisfactory employment in many countries for women, more so than men. Women may become victims of trafficking when they seek assistance to obtain employment, work permits, visas, and other travel documents. Traffickers prey on women's vulnerable circumstances and may lure them into crime networks through deceit and false promises of decent working conditions and fair pay.

As a criminal act, trafficking in women violates the rule of law, threatening national jurisdictions and international law. This criminal act redirects the benefits of migration from migrants and their families to the traffickers. The community and government or other potential legitimate employers also redirect the benefits of migration to the traffickers and their associates (Dixon, 2008:81). Women may go abroad with the knowledge that they will work in the sex industry, but without awareness of the inhumane working conditions and violence that accompany the trafficking business (Advocates for Human Rights, 2010:1; Commonwealth Secretariat, 2003:19).

Difficult as it is to accurately measure the scope of human trafficking, it is equally difficult to measure its impact. The dynamics of the trade are constantly evolving and a range of national perspectives exist. Since trafficking in women is an underground activity, its consequences are also hidden and adequate indicators have yet to be developed that will allow the anti-trafficking community to successfully measure the impact of this crime (Dixon, 2008:81).

3.2   PLACES WHERE WOMEN VICTIMS OF HUMAN TRAFFICKING CAN BE FOUND

Women victims of human trafficking can be found in all types of establishments and locations, in rural, sub-urban, and urban settings in South Africa and worldwide. Victims can be found on the streets, in houses, in hotels, on industrial sites, and on farms. Victims of human trafficking can be landscaping and agricultural workers, panhandlers, day labourers, factory and sweatshop workers,

hotel workers, or housekeepers. Victims are exploited by the service industries in restaurants, bars, strip clubs, nail salons, and similar businesses (United Methodist Women, 2015:7). Many victims are found on internet sites for adult services and the commercial sex industry relies heavily on human trafficking victims. Prostitutes, strippers, escorts, workers in massage parlours and brothels, and workers on phone chat lines are often victims. Right now, traffickers in many cities are exploiting workers and sexually abusing women and girls (United Methodist Women, 2015:7).

Women and girls are trafficked into gender-specific situations of exploitation. For example, exploitative prostitution and sex tourism, and forced labour in domestic and service industries. Women and girls also suffer gender-specific forms of harm and consequences of being trafficked like rape, forced marriage, unwanted or forced pregnancy, forced termination of pregnancy, and STDs, including HIV/AIDS (UN Commissioner for Human Rights, 2010:62). Some of the violations experienced by women survivors of human trafficking are discussed in the next section.

3.3 GENDER-SPECIFIC VIOLATIONS WITH REGARDS TO HUMAN TRAFFICKING AND THEIR IMPACTS ON WOMEN

The Advocates for Human Rights (2010:1) and the Commonwealth Secretariat (2003:20) discuss gender specific violations and their impacts on women as follows:

- Both men and women are trafficked into low-wage, unskilled jobs, and women are paid less than men, as this is considered consistent with their innate nature. Both men and women may be victims of trafficking, but the primary victims worldwide are women and girls, the majority of whom are trafficked for the purpose of sexual exploitation. Traffickers primarily target women because they are disproportionately affected by poverty and discrimination, factors that impede their access to employment, educational opportunities, and other resources.

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- In most cases, women are put in isolation where they are controlled by criminal networks, especially in the sex sector. Consequently, language and cultural barriers make women's escape and access to external support and assistance more difficult.

- There is an absence or lack of legal protection or support services for trafficked women in most host countries. For example, there are instances when trafficked women are treated as criminals. These host countries lack trauma counselling services, especially for women survivors suffering from sexual violation and severe abuse. There is also a lack of adequate safe witness protection programmes and voluntary repatriation. Instead, trafficked women are arrested or they experience immediate deportation. Such actions by the state evidently show a lack of support services for those deciding to remain in the Republic of South Africa (RSA).

- The personal as well as social losses to families and communities are higher in the case of trafficked women than men, as children left behind are denied motherly love.

- The economy dwindles as a result of a preoccupation with sending trafficked women and girls, especially those rescued from prostitution, back to families or exploring 'marriage alliances' for them. This often constitutes part of the 'moral rehabilitation' package that marks integration measures for women. In contrast, men tend to be sent straight back to their country of origin.

- Children are estranged from their returning mothers due to the lack of maternal involvement in childcare and domestic responsibilities. This exacerbates the adverse emotional impact on children. Children may be hostile to the mother, which can take an emotional toll on her.

- Marital instability and discord are common, and may take the form of the husband's alcoholism, infidelity, violence, desertion, and divorce when the

woman returns home after a long period of separation. This increases women's economic and emotional burden.

- There is greater stigmatisation of women returnees, especially those who are physically or sexually abused, or return psychologically scarred.

Finally, women are vulnerable to trafficking because they are frequently excluded from mainstream economic and social systems, such as employment, higher education, and legal and political parity. They are often the hidden victims of war and conflict, and this vulnerability extends to their status as displaced persons or refugees. It is also arguably exacerbated by their relatively unequal status in the family and society more generally. Women are vulnerable to rape, domestic violence, harmful traditional practices, trafficking, and lack of or limited access to resources. Many of these gender-based conditions of vulnerability are linked to social and cultural conditions (UNODC, 2008b:72).

3.4 HUMAN RIGHTS AND TRAFFICKING IN WOMEN

The United Nations (UN) (2009b:16) indicates that, undoubtedly, human rights should be at the core of any effort to combat or eliminate trafficking in persons. Trafficking is a grave violation of human rights, in particular the right to liberty, human dignity, and the right not to be held in slavery or involuntary servitude. Moreover, as experiences from around the world show, trafficking is often related to the violation of a wide range of other fundamental human rights. The UN (2009b:16) continues to say that the rights violated include, but are not limited to: freedom from discrimination; life and security of a person; human dignity; freedom from torture, inhumane or degrading treatment; recognition as a person before the law; freedom from arbitrary detention; access to justice, legal aid, and representation; equal protection before the law; compensation and effective remedy; and non-conditional assistance. The Constitution of the Republic of South Africa (1996) concurs with the above and adds that every person has the right to privacy, freedom of movement, information, freedom of expression, and freedom of association, as well as the right to be heard and the right not to be held in slavery. The UN (2009b:16) also states that all persons have the right to freedom

from forced or compulsory labour; just and favourable conditions of employment; remuneration; equal pay for equal work; the right to marry; health; bodily integrity; reproductive self-determination; and the right to gender equality.

It is therefore necessary for destination countries to develop accurate and reliable protocols to determine the status of all individuals who have entered their borders under seemingly illegal means, acknowledging the possibility that these individuals may be victims of crime (Dixon, 2008:89). This chapter identifies some of the most notable psychosocial, physical, political, legal, economic, and spiritual consequences experienced by women survivors of human trafficking.

3.5 THE AFTERMATH OR CONSEQUENCES OF HUMAN TRAFFICKING ON WOMEN SURVIVORS

The effects of trafficking have a negative impact on survivors in all areas of their lives. Survivors of trafficking often experience abuse, exploitation, poverty, and poor health prior to being trafficked. These conditions are only exacerbated by their experiences as survivors of crime. Each stage of the trafficking process can involve physical, sexual, and/or psychological abuse and violence, deprivation and torture, the forced use of substances, manipulation, economic exploitation, and abusive working and living conditions. What differentiates the consequences of trafficking from the effects of singular traumatic events is that trafficking usually involves prolonged and repeated trauma (Dixon, 2008:82).

The trafficked women suffer numerous health issues, including physical, sexual, psychological, economic, and social abuse. The harmful consequences of sexual exploitation are diverse and can lead to the development of PTSD. The Center for Social Justice (2013:161) states that human trafficking frequently involves sustained levels of abuse and violence, with many women suffering serious health issues for a long time after their experience. Dixon (2008:81) adds that violent crime can have a significant impact upon the health and well-being of its survivors. The effects of victimisation strike particularly hard at the poor, the powerless, the disabled, and the socially isolated. Those already affected by prior victimisation are particularly susceptible to subsequent victimisation.

Several authors (Beryer & Pizer, 2007:92-93; Zimmerman & Borland, 2009:15-16; International Federation of Medical Students Association, 2013:2-3) discuss a number of features in women associated with trafficking. Some injuries may be less visible, but the psychological and emotional damage is often serious. Experiences include attempted suicide, night terrors, panic attacks, and aggressive behaviour.

While these consequences are described separately below, in reality they cannot be so readily compartmentalised or discussed in isolation. There are significant and complex interrelationships, influences, and overlapping factors within each area. Consequences may both contribute to or influence each other in many ways and they are frequently closely interwoven. Recognition of the complex nature of trafficking in women and how it impacts a country is pivotal in informing action taken in response to and, ultimately, in sustaining the success of countermeasures for human trafficking (Dixon, 2008:81).

Norton, Peters, Jha, Kennedy and Woodward (2015:6) state that 2015 marked the 20th anniversary of the Beijing Declaration and Platform for Action. A great deal has been achieved over the past 20 years, including substantial improvements in women's health. However, there is still much to be done. As a result, many governments, NGOs, and multilateral organisations are asking how best to accelerate progress to ensure gender equality and the empowerment of women by 2030, or sooner. Norton et al. (2015:6) continue to say the same year also marked the year in which the world changed focus from the Millennium Development Goals (MDGs) to the Sustainable Development Goals (SDGs). While the MDGs have driven important global changes, including improvements in health and gender equality, the development agenda is unfinished. Governments, NGOs, and multilateral organisations are focusing on the SDGs and the policies, strategies, and funding that will be required to ensure they are achieved

A Global Strategy for Women's Health was first launched in 2010 by the UN Secretary-General, Ban Ki-moon, because of his belief that the global community should do more to save the lives and improve the well-being of women. The Global Strategy was complementary to the MDGs (Norton et al., 2015:11). The

most famous modern definition of health was created during a Preamble to the Constitution of the WHO in 1946 and has not been amended since then. The WHO (2012:2) defines health as a state of complete physical, mental, and social well-being and not merely the absence of disease or infirmity. The researcher defines health as holistic well-being in all aspects of the life of an individual human being. An attempt is made in this chapter to discuss the consequences that are experienced by women survivors of human trafficking as they go through their ordeal. These consequences will be highlighted in the following section.

3.5.1   Survivors' Physical Health

All forms of trafficking, because of the abusive and exploitative nature of the crime, have harmful consequences for trafficked individuals. Trafficked victims may be deliberately selected for their specific physical attributes, which are then exploited in specific labour conditions. However, in terms of global documentation, more is known about what the consequences of human trafficking for the purpose of sexual exploitation are for women and children, as opposed to men (Dixon, 2008:82). According to the United Nations Office on Drugs and Crime (UNODC) (2008:8), women survivors of human trafficking often exhibit signs of serious bodily abuse. These signs include bruises, broken bones, burns, brandings, and scarring; chronic back, visual, or hearing problems from work in agriculture, construction, or manufacturing settings; and skin or respiratory problems caused by exposure to agricultural or other chemicals. Survivors may also suffer from infectious diseases, like TB or hepatitis, which spread in overcrowded, unsanitary environments, as well as untreated chronic illnesses like diabetes or cardiovascular disease (Michigan Commission on Human Trafficking, 2013:16). Detailed research on the physical consequences of trafficking on women is relatively new. Physical symptoms of these trafficked women included headaches; fatigue and weight loss; stomach, chest, back, pelvic and vaginal pain; as well as dental, eye, ear, and skin problems. The majority consistently reported vaginal discharge and gynaecological infections, which usually remained untreated (Dixon, 2008:82).

Puidokiene, Peciuriene and Juneviciene (2008:6) agree with the above notion and add more physical aftermaths experienced by women survivors of human

trafficking, such as physical exhaustion; dehydration; poor hygienic conditions; STDs; and critical conditions of various diseases like diabetes, cancer, and heart disease.

3.5.2   Reproductive and sexual health

Reproductive health problems, for example urinary tract infections, pelvic pain, sexual-assault injuries, and forced abortions, as well as STDs such as syphilis, gonorrhoea, and HIV/AIDS, are prevalent (Michigan Commission on Human Trafficking, 2013:16). An increased likelihood of HIV infection is often cited as a risk among women trafficked for sexual exploitation, owing notably to a lack of bargaining power concerning condom use and other potentially dangerous sexual practices. Trafficked women are also less likely to be beneficiaries of medical or educational services made available to non-trafficked women working in prostitution. Lack of information about HIV/AIDS, as well as prevalent popular misconceptions, including that sexual intercourse with a virgin will cure the disease and that younger girls are disease-free, has increased the demand for younger victims and increased the vulnerability of children to infection (Dixon, 2008:83).

In an interview (News24 Video, 2014) with a woman survivor of trafficking in Yeoville, Johannesburg, the woman gives a testimony of the ordeal she experienced at the hands of the trafficker. In her narration she painfully stated that she was trafficked in Yeoville, bound and kept in a room for two weeks, and forced to work as a sex slave. Therefore, sexual health services are essential to adequately support individual survivors and meet their particular needs (Center for Social Justice, 2013:161).

3.5.3   Psychological health

In this section, the researcher will discuss the psychological consequences that are common in women survivors of human trafficking.

3.5.3.1 Psychological trauma which affects the mental processes of the survivor

Trauma is defined as an emotional shock as a result of a stressful event or injury and stress is an anxious response to an environmental situation (Lishman et al., 2014:466-467). Other survivors might experience insomnia, irritability, and depression. Sleeping and eating disorders are a major challenge (Zimmerman & Borland, 2009:16). The experience of constant inhumane living conditions, poor sanitation, inadequate nutrition, poor personal hygiene, brutal physical and emotional attacks at the hands of their traffickers, dangerous workplace conditions, occupational hazards, and a general lack of quality healthcare can have a sustained and damaging impact. These women can often feel degraded, isolated, and unreachable and the psychological controls exerted over survivors must not be underestimated (Puidokiene et al., 2008:7; Center for Social Justice, 2013:161).

In some cases, issues of alcohol and drug dependency and addiction will be of paramount concern, and the long-term input needed to overcome these health problems must be recognised. In some cases, the health needs of a woman who has been a victim of human trafficking will leave her unable to work due to injury, severe anxiety, or depression. Therefore, social service providers need to help them to access disability benefits (Center for Social Justice, 2013:161; Zimmerman & Borland, 2009:16).

Some women survivors of trafficking also exhibit mental symptoms consistent with the psychological effects of trauma. Relentless anxiety, insecurity, fear, and physical pain and injury will have significant effects on the mental health and well-being of trafficked victims. Symptoms of psychological trauma reported by trafficked persons include PTSD, anxiety, depression, alienation, and disorientation (Dixon, 2008:84; UNODC, 2008a:9).

Puidokiene et al. (2008:7) and Zimmerman and Borland (2009:16) add that women survivors of trafficking experience post-traumatic disorders with the following signs being common: constant remembering of stressful events; dreams or nightmares; low sensitivity to external circumstances; and avoidance of actions and situations

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that remind the survivor of the trauma. The experience that caused the post-traumatic distress is often followed by high irritation, fearful reactions, insomnia, anxiety, and depression. Suicidal thoughts are also extremely common.

These individuals report feelings of extreme sadness and hopelessness about the future. They may be suicidal, have cognitive impairment and memory loss, and may be withdrawn. They may also have difficulty concentrating and display aggression and anger (Michigan Commission on Human Trafficking, 2013:16). Studies indicate that trauma worsens throughout the duration of the trafficking process. Initial trauma is commonly experienced either when they are captured as victims of trafficking, or when they first discover that they were trafficked, and it will increase continually through the process of the trafficking. The longer victims remain under the control of their traffickers, the more severe and long-lasting the effects of their trauma. The symptoms may persist for a long time after the trafficking experience unless support and appropriate counselling is provided (Dixon, 2008:84). The devastating experiences of the survivors result in low self-esteem, feelings of shame, guilt, anger, depression, anxiety, and fear (Puidokiene et. al., 2008:7).

Puidokiene et al. (2008:7-8) and Zimmerman and Borland (2009:16) have the same views when they state that women survivors of human trafficking exhibit hatred toward their own bodies and self-inflicted injury. They distrust other people and suffer social isolation. Furthermore, they are incapable of keeping open and true relationships with family members in order to experience joy and share pain. They think that they will not be understood by persons who do not share these experiences. Moreover, they feel that no amount of communication with social workers, medical workers, or psychologists will help them to forget the traumatic experiences.

3.5.3.2   *Psychological reactions or coping strategies of survivors*

Most survivors of trafficking will have suffered one or more traumatic events and will have adopted psychological tactics to cope with the effects of these events. The essence of trauma is that it overwhelms the survivor's psychological and

biological coping mechanisms. This occurs when internal and external resources are inadequate to cope with the external threat (UNODC, 2008a:9). Traumatic experiences suffered by women survivors of trafficking are often complex, multiple, and occur over a long period of time. For many women who are trafficked, abuse or other trauma-inducing events may have started long before the trafficking process (UNODC, 2009:2).

No two women survivors of trafficking are the same and the impact trafficking has upon each woman varies. The service provider should not make assumptions about how survivors might or should react. One must treat each woman as an individual and on her own merits. Women survivors of trafficking should not be expected to see the service provider as their rescuer or saviour. Some survivors might see service providers as unwelcome interlopers, which may further compound what is already a very complex situation (UNODC, 2009:2). Warpinski (2013:18) adds that it is particularly common for survivors of trafficking to manifest as distrustful of authorities and others who have failed to intervene on the survivor's behalf. The repeated hostility or incomprehension of authorities the survivors reach out to for help can fuel distrust and fear in survivors. If a survivor reacts in a hostile or aggressive way, it may have nothing to do with the service provider as a person, his/her role, or the organisation providing the service. Survivors may have adopted these tactics and emotions to cope with or to survive their ordeal (UNODC, 2009:2).

First, women survivors may experience trauma bonding with their traffickers. When a trauma bond develops, a survivor actually identifies positively with her trafficker and believes that, despite repeated abuse, the trafficker is a loving boyfriend, spouse, or parent (Michigan Commission on Human Trafficking, 2013:16).

Several authors (Puidokiene et al., 2008:6; Warpinski, 2013:18) agree with the Michigan Commission on Human Trafficking (2013:16) and state that the above manifested symptoms correspond to the Stockholm syndrome. The features of Stockholm syndrome confirm the common indicators of female sexual exploitation and female survivors of trafficking. Stockholm syndrome is a psychological

response, in which the victim shows signs of loyalty to and sympathy with the exploiter, regardless of the danger or risk to which the victim has been exposed.

3.5.3.3 *The main symptoms of Stockholm syndrome in women survivors*

Several authors (Puidokiene et al., 2008:6; Warpinski, 2013:18; Zimmerman & Borland, 2009:16) mention the following as the main symptoms of the Stockholm syndrome in women survivors of trafficking:

- Emotional bonding with the trafficker.
- Seeking approval from the trafficker.
- Depending on the trafficker for security and purpose of existence.
- Befriending and caring for the trafficker.
- Resenting police and authorities for their rescue attempts.
- Losing her own identity in order to identify with the trafficker.
- Seeing things from the perspective of the trafficker.
- Valuing every small gesture of kindness, such as letting her live.
- Refusing freedom even when given the opportunity.

These authors continue to say that the Stockholm Syndrome is a psychological mechanism of self-protection when a survivor attempts to protect herself from more traumatic psychological experiences and may result in the following:

- **Self-identification with aggressors**

  This is a mechanism of self-protection. The essence lies in the fact that when facing a threat from the outside, a survivor identifies with the source of the threat, and accepts the aggression or other qualities of the threatening personality.

- **Learnt hopelessness attributes**

  This refers to the inability of the survivor to organise her own private life. Furthermore, the survivor can avoid being helped, refuse offers by a supporting organisation, and de-evaluate provided support.

- **Traumatic factors**
  - Traumatic sexuality (disorder of sexual identity development): These trafficked women go through several traumatic experiences and as a result, traumatic sexuality disorder identity develops. Yuan, Koss and Stone (2006:3) add that survivors may also experience low sexual interest and relationship difficulties and engage in high-risk sexual behaviours and extreme coping strategies. In the most severe cases, survivors may experience symptoms of a personality disorder, including one that is distinguished by enduring patterns of instability and impulsivity, like Borderline Personality Disorder. Consequently, a family environment and supportive responses from family members and intimate partners may improve mental health and functioning among survivors.

  - Betrayal Trauma: The survivor also experiences betrayal trauma. This occurs when the people or institutions on which a survivor depends for survival significantly violate that person's trust or well-being. This can be physical, emotional, or sexual abuse perpetrated by a trusted person. Due to the severity of the perpetration, the survivor's reaction would be distrust in all people they come into contact with (Freyd, 2015).

  - Stigmatisation: This includes feelings of guilt and shame, and behaviour according to the common scheme of stigma (Puidokiene et al., 2008:6; Zimmerman & Borland, 2009:16). Stigmatisation as conceptualisation has major components such as blame, discrimination, loss of status, isolation, and shame. Survivors may be blamed for their victimisation and they are viewed as if they had chosen to enter prostitution. Furthermore, survivors often feel guilt and shame as a result of their trafficking victimisation (Murray, 2014:1). Marion (2012:16) adds that stigmatisation of survivors of trafficking is committed by families, communities, and society, most often among potential employers, landlords, and service providers. Stigmatisation presents a huge obstacle in the reintegration process, as former victims of trafficking try to move forward with their lives. The perpetuation of stigma is fostered when shame and the low

status of women are culture norms. It is reported that shame is the biggest obstruction to reintegration. Stigmatisation frequently occurs due to the anticipation of shame from the larger family or the community. Marion (2012:16) further explains that guilt focuses more on the misdeeds and their consequences for the victim, while shame is oriented more inwardly to the consequences of the actions for one's self.

Therefore, by breaking down the stigma and empowering trafficked women to step forward and speak about their experiences, global efforts to counter human trafficking, particularly trafficking of women for sexual exploitation, will be much more successful. However, this can only be done by tackling ignorance and prejudice among the public at large as to why women fall prey to traffickers (Murray, 2014:1).

- **Hopelessness or learned helplessness (incapability and avoidance of support)**

This refers to when the survivors feel like they will never be able to grow again**.** It is a condition in which the survivors suffer from a sense of powerlessness, arising from a traumatic event or persistent failure to succeed. It is thought to be one of the underlying causes of depression (Cherry, 2016:1). Hopelessness leads to insignificance and a perpetual lifestyle of guilt and shame. The survivors may experience an overwhelming sense of hopelessness that no one cares or a normalisation of the exploitation.

Therefore, prolonged physical and mental abuse affects survivors' behaviour in negative ways, having an impact on both physical and emotional responses. Since trafficked women often experience extreme forms of trauma over long periods of time, their capacity both to understand what has happened to them and to describe their experiences are directly impaired as a result of such abuse (Puidokiene et al., 2008:6). Survivors can find that it is difficult to make personal sense of the abuse they have experienced, much less try to explain it to the authorities. They are even less able to identify what help they might need as a result of the abuse. This lack of clarity may

have negative consequences when a survivor is being interviewed by the relevant authorities (Dixon, 2008:85; Puidokiene et al., 2008:6). Furthermore, trauma survivors may suffer from mental disorders. These include anxiety, mood, dissociative, and substance-related disorders (Michigan Commission on Human Trafficking, 2013:16). Additionally, some survivors may re-experience the disturbing events to which they were formerly subjected. When victims re-experience an event, they have recurrent, intrusive, distressing recollections and dreams about it. At times, they may even act or feel as if the event is reoccurring (Warpinski, 2013:19). They may also exhibit intense psychological distress or physical reactivity when exposed to internal or external cues that symbolise or resemble an aspect of the event (Michigan Commission on Human Trafficking, 2013:16; Zimmerman & Borland, 2009:16).

Moreover, trauma survivors may demonstrate persistent avoidance of stimuli associated with their traumatic events. They often avoid thoughts, feelings, conversations, people, places, and activities associated with the trauma. They may also be unable to recall important aspects of the trauma, have a markedly diminished interest or participation in significant activities, and have feelings of detachment or estrangement from others (Michigan Commission on Human Trafficking, 2013:16).

3.5.3.4 *Summary of the possible psychological features depicted in women survivors of human trafficking*

From the features discussed above, it is possible to draw a psychological depiction of women survivors of human trafficking using the following indicators (Puidokiene et al., 2008:7; Michigan Commission on Human Trafficking, 2013:16; Zimmerman & Borland, 2009:16; Banović & Bjelajac, 2012:3; Warpinski, 2013:22):

- Problems related to health (losing appetite, experiencing headaches and muscle pain, weakening of the immune system)
- Inability to relax, constant inner tension
- Tendency to addictions (alcohol abuse, smoking as a means to relax and escape the difficult experiences)

- Sleeping disorders
- Constant feeling of hopelessness:
  - Blaming oneself and therefore displaying non-protective behaviour
  - Being incapable of performing activities for long periods of time
  - Loss of motivation
  - Often displaying aggression (sometimes even difficult to control)
  - Feeling of loneliness (survivors may think that no one understands them, that they are abandoned by everybody)
  - Self-inflicted injuries and suicidal attempts
  - Constant pessimism, a negative view about the future
  - Self-destructive sexual behaviour (if the survivor was sexually abused)
  - Avoidance behaviour (survivors avoid new social contacts, attempt to isolate themselves, usually avoid acknowledging that they were victims of human trafficking)

Finally, trauma survivors frequently exhibit symptoms of hyper-vigilance, irritability, and an exaggerated startle response. They may also have difficulty concentrating and falling or staying asleep (Michigan Commission on Human Trafficking, 2013:16). In short, Warpinski (2013:22) adds that the trauma suffered by women survivors of trafficking can amplify the challenges facing those responsible for freeing them from their captors. This could be due to changes in the survivors' behaviour because of their numerous traumatic experiences, which include helplessness, shame and humiliation, shock, denial and disbelief, disorientation and confusion, and anxiety disorders, including PTSD, phobias, panic attacks, depression, and traumatic bonding. Prosecutors can be reluctant to give victims a voice or choice because the depth of the trauma experienced can make them appear inconsistent, unreliable, amnesiac, angry, distrustful, and loyal to their traffickers.

3.5.4   Sociological health issues

Social effects with regard to loss of close social support networks may lead to substance abuse and unwanted pregnancy (Puidokiene et al., 2008:7). Much of trafficked women's isolation is a direct result of a perpetrator's actions, while other aspects are associated with their illegal status and the social exclusion similarly experienced by immigrant women and female refugee populations (Zimmerman & Borland, 2009:16). Consequently, the social isolation of the women survivors of human trafficking has a negative impact on their mental and physical well-being (UNODC, 2008a:9):

- restricted movement, no leisure time, and forced/unwanted activities;
- absence of social support network; and
- linguistic, cultural, and social barriers.

Like other forms of risk and coercion, there are various mechanisms used by traffickers to isolate a woman from a continuum of consequences. Some acts are quite severe, while others are much subtler. There are reports of women who have been confined and shackled, while other women exist under surveillance or in a hostile setting that effectively imprisons them (UNODC, 2008a:9). The negative consequences, as identified in the three bullets above, will be elaborated upon in the following sub-sections.

3.5.4.1   *Restricted movement, no leisure time, and forced/unwanted activities*

Trafficked women are physically confined to a space. Other women are monitored so closely that they are effectively imprisoned. For others, especially those in an intimate partnership with their pimp, the lack of freedom was more complex. In relationships pervaded by violence, freedom is not simply a question of physical restraints. In situations where violence predominates, it is often about calculations and perceptions of risks and consequences (Zimmerman, Yun, Shvab, Watts, Trappolin, Treppete, Bimbi, Adams, Jiraporn, Beci, Albrecht, Bindel & Regan, 2003:56).

In addition to limiting women's freedom, traffickers also accorded them very little privacy. There was hardly any detail that pimps or employers did not know about their lives. Under regular surveillance, few women had any opportunity to discuss personal matters or establish supportive relationships (Zimmerman & Borland, 2009:19).

3.5.4.2   Absence of social support network

Social support has been deemed a critical component of coping with trauma and for adaptation among survivors. The absence of emotional and social support has enormous implications for women's ability to withstand and cope with the stress of their situation. Traffickers can dictate and manipulate the terms and nature of a woman's contact with others (Puidokiene et al., 2008:7). They can create situations that ensure she does not form bonds that decrease her feelings of isolation or her dependence on them. Further hindering the development of supportive relationships, traffickers will frequently relocate women to avoid detection. More insidious than the way perpetrators deny contact with others is the manner in which they manipulate the nature of the relationships that women do have with colleagues, friends, and even family (Dixon, 2008:85; Puidokiene et al., 2008:7).

3.5.4.3   Linguistic, cultural, and social barriers

Trafficked women are also isolated by their inability to speak the local language, navigate their surroundings, understand the social and cultural norms, local systems, and the new form of work required of them. This has enormous implications for women's well-being, and for identifying healthcare options, communicating health problems, and comprehending treatment recommendations when they are available. If women are unable to speak the local language, it can affect their ability to negotiate services and safe sex in particular (Zimmerman et al., 2003:58).

Moreover, when women were unable to understand an employer or client's demands, it sometimes results in physical punishment. Not speaking the local language also makes it difficult, if not impossible, for women to seek a way out. Language is but one factor contributing to women's disabilities in a new location.

Women are also hampered by their disorientation in a social and cultural context where they do not know the rules or resources. Many are overwhelmed at the thought of navigating the logistics of a place they do not know (Zimmerman et al., 2003:58). Women's social and cultural disorientation also meant that they were often completely unfamiliar with the avenues to take to access health services and information.

Particularly for women trafficked from developing countries to richer countries, the existence of health services, for example, that are truly free without bribes was an alien concept. From the other side of the equation, health workers providing care to migrant sex workers stated that for them, language is the major obstacle hindering their ability to offer information and services to migrant women.

3.5.5 Occupational and environmental health

Reports from around the world indicate that women are trafficked into conditions that pose serious health and safety risks; conditions that are unhygienic, under ventilated, unheated, overcrowded, and nearly always stress-filled. Work and living conditions define, to a great extent, an individual's identity. They comprise the context within which people discern their self-worth and their value to others (Zimmerman et al., 2003:62).

3.5.6 Economic hardships

Even women who have successfully avoided physical violence are kept under the control of traffickers through various forms of economic exploitation that amount to debt bondage. Debt bondage renders a woman in perpetual service of a debt through her labour (Jordan, 2011:6). Women who are trafficked are not permitted to manage their income, and in some cases do not even know what they earn or how much more they owe (Zimmerman et al., 2003:58). The most direct economic impact of human trafficking on individuals is the receipt of little or no income (Dixon, 2008:94).

As a complex manifestation of the global economy, organised crime and violations of human rights, human trafficking causes extreme hardship to millions of people worldwide who are estimated to have become victims of it. Furthermore, trafficking in women has a negative impact on the financial markets and economies, including the social structures of countries where it is allowed to exist (UNODC, 2008a:10). The costs of the crime of trafficking in persons incorporates many elements and the value of all resources devoted to its prevention, including the treatment and support of victims, and the apprehension and prosecution of offenders. Trafficking in persons redirects the financial benefits of migration from migrants, their families, communities, and government or other potential legitimate employers to traffickers and their associates. Given the ongoing nature of exploitation, human trafficking generates a stable and regular source of income for criminal networks (UNODC, 2008a:10).

3.5.6.1   Debts

Traffickers oblige women not only to repay the alleged transport and document expenses, but also commonly charge them exorbitant fees for lodging, food, personal hygiene supplies, condoms, birth control, healthcare, and other work-related expenses. In addition, women frequently incur fines for many alleged infractions, such as tardiness, time off for illness, or other perceived misdemeanours or disobedience.

Traffickers have devised various schemes to extract the most work for the highest return from women. Any accrued expenses, even healthcare, were added to a woman's debt. Pressures to earn and repay debts are fierce. In sex work, financial demands push women to take risks, withstand long hours, or serve more clients to earn higher fees. As noted, substance abuse can help women to endure the abuse on their bodies (Zimmerman et al., 2003:59).

It is evident that the impact of human trafficking goes beyond the suffering of its survivors. It also affects society and the country at large with harmful outcomes such as economic instability, poor national security, and dysfunctional rule of law. Furthermore, human trafficking causes a financial drain on the economy (Michigan Commission on Human Trafficking, 2013:17).

Trafficking in women reduces tax revenue. It redirects the financial benefits of migration from migrants and their families, communities, and governments to traffickers. This results in unstable government affairs. Trafficking also adversely impacts our national security. Trafficking in women is at the nexus of organised crime and fundamentally endangers both national and international security (Michigan Commission on Human Trafficking, 2013:17).

3.5.6.2   Economic growth and the rule of law

Trafficking violates the rule of law. Rule of law is defined as equality before the law; laws that are applied consistently (socially, economically, and politically); laws that spell out consequences for illegal activity; laws that serve a conception of order and regulation; and laws that serve and inform institutions of society that preserve order and fairness (Shavers, 2012:3). Economic growth and the rule of law require a sustainable and democratic society. Therefore, the countries that rescue women survivors have to operate beyond reasonable doubt in dealing with corruption, organised crime, and other illegal activities associated with trafficking, as these activities impede the efforts of law enforcement and slow down economic growth. The government should further promote the survivors' trust in the democratic stance of the country and its economic activities (Michigan Commission on Human Trafficking, 2013:17).

3.5.7   Substance abuse and misuse

Women who have been trafficked frequently encounter some form of substance abuse or misuse. Abuse in this case refers to the way perpetrators force women to take drugs or alcohol. Traffickers force women to use drugs and alcohol as another tool of power and control (Zimmerman et al., 2003:55). Some trafficked women have described how they were forced to use drugs or alcohol to ensure their compliance and to enable them to take on more clients, work longer hours, or perform objectionable or risky acts. Trafficked persons may also turn to substance abuse to alleviate the pain of their situation, often resulting in addiction, organ damage, malnutrition, needle-induced infections, overdose, and death (Dixon, 2008:85).

Women under the influence of substances are thought to be more pliant. In cases where the use of substances becomes a dependency, women are further tied to their trafficker and work in order to support their addiction. Even those who are not forced to drink or take drugs may choose to use drugs or alcohol to relieve stress. It is not uncommon for women who are victims of violence to turn to drugs, alcohol, or cigarettes as a coping mechanism and they subsequently develop an addiction (Zimmerman et al., 2003:55; Banović & Bjelajac, 2012:3**).**

3.5.8   Lack of accessibility to diverse services

The survivors' needs are numerous and require long-term services, depending on the challenges experienced through their ordeal. Accessing services such as medical and legal services, the education system, skills development, empowerment programmes, and psychosocial counselling is a nightmare. The Federal Strategic Action Plan on Services for Victims of Human Trafficking in the United States 2013 – 2017 (The White House, 2014:16) extrapolates that needed services include intensive case management, victim advocacy, shelter or housing, food, medical and dental care, mental health treatment, substance abuse treatment, support groups, interpretation or translation services, immigration and other legal assistance, literacy education, and employment and training services. The Department of Health and Human Services USA (2012:1) clearly states that trafficking survivors are generally not able to obtain these resources by themselves; they need social service providers to assist them in accessing benefits and services so that they can achieve self-sufficiency and rebuild their lives in society. Social service providers play an important role in helping survivors of human trafficking restore their lives. The needs of trafficking survivors tend to be complex; often involving interactions with multi-jurisdictional law enforcement personnel, lawyers, and an array of benefit providers. Also, service providers must consider the varying levels of trauma the survivor has endured and the survivor's cultural background when addressing her needs.

The Department of Health and Human Services USA (2012:4) further states that service providers should be very creative in using these resources to meet survivors' needs. For instance, instead of just focusing on public services, service

providers may negotiate with a local medical practitioner to provide free or low-cost medical services. They could get onto a donation list for a local department store to receive out-of-season clothing. They could also work with a local church to provide diverse resources to alleviate the needs of the survivors. In addition to that, the service providers could approach a local law firm to provide pro bono legal services.

3.5.9   Legal manifestations

Trafficking in persons directly challenges the development of stable, more prosperous societies and legitimate economies, and works strongly against the reconciliation of political interests with humanitarian and human rights obligations. The range of trafficking-related crimes and their broad and interrelated impacts have created a cumulative threat to global peace, security, and stability and have shaped political, social, and economic responses at both national and global levels (UNODC, 2008a:10).

For undocumented women, insecurity over their legal status pervades their existence and affects their decisions about health and safety, and whether or not to seek outside help. It is common practice for traffickers to confiscate passports and identity papers, lie to women about their legal status, invent tales about the risks of walking the streets or contacting police, and to misinform and intimidate them about their rights. Women who have been trafficked often fear police and immigration services more than they fear traffickers or their agents because of the risk of deportation or imprisonment (Zimmerman et al., 2003:57). Trafficking in women violates the rule of law, threatening national jurisdictions and international law. Organised crime is one of the most important mechanisms for the unlawful redistribution of national wealth, unduly influencing markets, political power, and societal relations. These effects may be acute in countries responding to civil unrest, natural disasters or post-conflict situations (UNODC, 2008a:10).

3.5.10 The vulnerability, reintegration and recovery of women survivors of human trafficking

When women survivors of trafficking are rescued from their ordeal, they are still vulnerable. Therefore, the reintegration process and recovery should be handled amicably in order not to re-victimise them. These three elements are discussed in detail below.

3.5.10.1 Vulnerability

Women survivors of human trafficking are grossly vulnerable to diverse challenges and their needs differ. Vulnerability is defined as an exposure to the possibility of being attacked or harmed, either physically or emotionally. It is a condition resulting from how the survivors negatively experience the complex interaction of social, cultural, economic, political, and environmental factors that create the context for their communities (UNODC, 2008b:68-69). Elliot (2015:230) concurs with the above notion when he narrates that social vulnerability is arguably the principal root cause of trafficking in human beings. He continues to say that vulnerability derives from economic and social factors such as poverty, gender discrimination, armed conflicts, domestic violence, and dysfunctional families. Such vulnerability is used by international organised crime networks to facilitate migration and subsequently severely exploit people by use of force, threat, coercion, or various forms of abuse such as debt bondage.

Therefore, a response to vulnerability needs to take into account the external conditions of the trafficked women, as well as the coping mechanisms that enable a particular individual to protect herself against a negative impact from those external conditions (UNODC, 2008b:68-69). Banović and Bjelajac (2011:3) highlight that the diversified needs of human trafficking survivors may be satisfied through coordinated actions of state institutions, NGOs, and international organisations. Usually, housing appears as a basic need, involving help to obtain food, clothing, hygiene, and other basic resources for life. Survivors often need medical assistance for acute health issues, STDs, and drug addiction. Concurrently, psychological support and assistance is considered crucial. Banović and Bjelajac (2011:3) further state that legal aid through regulating the civil status

of the survivor, provision of all relevant documents, and adequate security measures are needed to access healthcare and social support, as well as administrative and court proceedings, where survivors may appear as witnesses. The need for education and employment represents a prerequisite for the sustainable reintegration of the survivor. Some survivors have specific personal needs in order to re-establish contact with family, as well as to strengthen interpersonal and intimate relationships.

3.5.10.2   *Reintegration*

Reintegration is targeted to restore the women survivors' rights, rehabilitate their social status, and restore or help them gain capacities or skills that will benefit both the survivors and society. Even though reintegration is not an easy task, its success involves the achievement of positive results. Such results are a consequence of the fulfilment of a series of specific tasks that are targeted to meet the needs of women survivors of human trafficking by service providers (International Center for Women Rights Protection and Promotion, 2008:21).

Return and reintegration for the survivors is a long-term and complex process with no guarantee of recovery. Even where physical problems can be addressed and stigma overcome, trauma and psychological damage make recovery a difficult task, rendered even more so by the problems in accessing the necessary resources and in communicating with support persons and family (Dixon, 2008:87).

Actions performed with a view of preventing and fighting trafficking require a complex approach, which should encompass not only the aspects of punishing the traffickers, but also the protection of survivors. This can be achieved by safeguarding the observance of their rights, and rendering holistic support at the reintegration and rehabilitation stage (International Center for Women Rights Protection and Promotion, 2008:19). It is therefore imperative to create a holistic social work intervention programme for social service providers to utilise when rendering emotional support, encouraging, and strengthening the survivors' position in the process of prosecuting the traffickers.

The cost implications for the ongoing care and support of survivors, as well as costs associated with immigration and customs processes, repatriation, direct government funding or funding grants to NGOs to assist survivors, along with other health, welfare, housing, and associated costs, will also have an impact (Dixon, 2008:93).

The quality of reintegration plans influences the whole process of rendering assistance to survivors, and the intensity and the duration of this process should be selected depending on survivors' needs and beneficiaries' psychosocial profile. The reintegration process is also influenced by other factors, which should be taken into account by the social service providers over the whole period of rendering assistance, such as (International Center for Women Rights Protection and Promotion, 2008:4):

- the individual capacities and motivation of survivors;
- the support of friends and relatives; and
- the community's (society's) degree of readiness to accept these survivors.

Reintegration is often one of the greatest challenges for individuals because of the stigma attached to the sex trade, regardless of how they were involved. Without the support of their families, many women require marketable skills to be self-sufficient; a large challenge in economically poor areas (Wickham, 2009:12).

The totality of interventions performed by social workers to answer each individual's needs is different, depending on the survivor's actual stage. Thus, intervention by the social worker starts as early as when the survivor is being prepared for repatriation. If the family, friends, or relatives feel they need some support, social workers intervene via counselling targeted to the social network of the survivor. In the majority of cases, after escape from the place of exploitation, the assisted survivors cannot immediately return to their families. They are subject to the risk of marginalisation and stigmatisation, even by friends and relatives (International Center for Women Rights Protection and Promotion, 2008:19)

Wickham (2009:12) agrees with the International Center for Women Rights Protection and Promotion (2008:19) when he postulates that besides rendering temporary shelter, social service providers ensure survivors receive all types of services like medical, psychological, and humanitarian aid, as well as access to authorities and public services. Social service providers should maintain a permanent connection with all survivors participating in court proceedings with a view of identifying their current and future needs and facilitating their reintegration into the community.

Wickham (2009:12) adds that for social service providers to successfully reintegrate the survivors into society, there is a need to develop an Individual Reintegration Plan (IRP). The International Center for Women Rights Protection and Promotion (2008:21) states that the IRP should include family members in the education or training of the survivors. The IRP should also indicate the development requirements or economic stance of the survivor; focus on rebuilding social relations, skills, and a system of values; and should restore legal rights or the execution thereof.

Reintegration is considered successful when the following indicators are evident (International Center for Women Rights Protection and Promotion, 2008:22):

- When the survivor is placed into society or their family and maintains positive contact with family members.
- When the survivor is enrolled in a school and is getting an education, or acquiring skills, development training, or professional training.
- When the survivor has been employed for many months and receives a salary to cover their basic needs.
- When the survivor has gained her independence in decision-making, problem solving, and the establishment and maintenance of social contacts and vital skills, as well as her perception of restoration of rights.

The above fields are imperative during reintegration for the survivors to achieve or reach recovery.

3.5.10.3 Recovery

Warpinski (2013:25) illuminates that the four principle needs of recovery for women survivors trafficking are: 1) safety, 2) social support, 3) choice of agency, and 4) feeling human or equal. In general, all survivors of crime have basic needs for them to recover from trauma. They need sympathy and understanding, not blame. They need to reframe their experience. They need to reassert a sense of control over their lives. Warpinski (2013:26) further states that they need to have the opportunity to tell their story to listeners who will be sympathetic and not judgmental. The women survivors of human trafficking specifically have a need for social acknowledgement and support, a sense of power and control, and the opportunity to tell their stories at their own pace. The threshold theme in all of these specific needs is the need for a supportive response from all people surrounding the survivor.

Dixon (2008:85) extrapolates that the response of family members and the community has an impact upon the recovery process of trafficked women. Although more is known about the stigma facing survivors of trafficking for sexual exploitation, all trafficked women may face social disapproval if they return without promised wealth, regardless of the harm they suffered. Many survivors know that cultural attitudes to prostitution could prevent them from being accepted by their families and communities. In some cultures, the entire family could be ostracised as a result of the survivor's past.

In addition, Dixon (2008:85) and Puidokiene et al. (2008:6) assert that even participation in a recognised return programme for women survivors of trafficking may expose trafficked women to the stigma of prostitution. In some cases, survivors will simply move away from their home area and return to prostitution, while others choose not to reveal anything at all about the trafficking experience, with this choice significantly affecting their physical and psychological recovery.

Therefore, recovery efforts must simultaneously address the physical, psychological, behavioural, social, and economic issues encountered by the survivors. Moreover, successful recovery must include service coordination by governments, international organisations, NGOs, local agencies, surrounding

communities, and families (Wickham, 2009:10). Most aid organisations advocate that the recovery process does not end once reintegration into society has been achieved. Women and children recovering from the sex trade need consistent and reliable access to counselling, medical care, and training. Most importantly, they continuously need to feel empowered in order to confront the many obstacles they will encounter. In other words, the rehabilitation process should continue far into the future and may potentially never end (Wickham, 2009:12).

3.5.11 Repercussions on resources in countries where trafficking in women occurs

In source countries, trafficking in women will influence the future productivity of children, who may lose access to education or suffer health problems where a parent is trafficked and family support is lost. There will be fewer individuals available to care for elderly people or children, with fewer resources (Dixon, 2008:94).

Since trafficking may result in premature death, a possible consequence is the loss of the future productive capacity of the victim. As is also common for families of homicide victims, or those who die prematurely because of crime, the emotional, psychological, and social impacts will be transferred to the family and community of the deceased person. When victims are repatriated to their country of origin, the burden of assistance and rehabilitation is shifted to the source country, where resources are often already limited. The future impact of untreated health and welfare needs will be significant. In many cases, families and communities will be required to take on this additional human, social, and economic burden (Dixon, 2008:95).

3.6 THE LINK BETWEEN TRAFFICKING IN WOMEN AND DOMESTIC VIOLENCE

Victims of domestic violence are also often victims of human trafficking. There are several common ways in which domestic violence and human trafficking overlap. For instance, there are individuals whose experience with domestic violence

makes them vulnerable to traffickers; there are trafficking victims who are vulnerable to domestic violence upon their escape from trafficking; and there are intersection cases which contain the elements of both domestic violence and human trafficking, occurring simultaneously (Manjoo, 2011:86).

There is a well-established nexus between domestic violence and human trafficking. It is stated that there is a clear link between sex trafficking and both pre-trafficking domestic violence and trafficking-related, gender-based violence. However, despite the fact that the relationship between these forms of violence against women is overwhelming, it is still frequently not considered or understood. Manjoo (2011:86) states that nearly 70% of adult trafficking victims reported experiencing abuse prior to being trafficked. Women frequently become trapped in relationships where they are increasingly isolated from friends and relatives and therefore have no one to whom they can turn in order to escape their abusers.

According to UN Women (2019:6), 80% of the estimated 800,000 people trafficked across national borders annually are women and girls, with the majority (about 79%) trafficked for sexual exploitation. Within countries, many more women and girls are trafficked, often for purposes of sexual exploitation or domestic servitude. Furthermore, 60% of trafficked women had experienced physical and/or sexual violence before being trafficked, pointing to gender-based violence as a push factor in the trafficking of women.

Siegel (2009:410) agrees with the above notion when he states that some women are trafficked directly for the purposes of prostitution or commercial sexual exploitation. Even those women who are trafficked for legitimate work may become victims of interpersonal violence. Consequently, in their efforts to leave these relationships, women often find themselves removed from their communities, without money or an awareness of options, and become increasingly susceptible to being trafficked. Domestic violence situations serve as a push factor that leads many women and young girls into the hands of traffickers, where they again experience gender-based violence (Manjoo, 2011:86).

Siegel (2009:410) and Manjoo (2011:86) assert that although trafficking victims and victims of domestic violence often overlap, experience similar kinds of abuse, and are served by the same agencies, practices for assisting these victims should be tailored to the specific needs of the victim. The issues for victims who experience both trafficking and domestic abuse may be different than those who have experienced domestic abuse, but not trafficking.

Many domestic violence shelters that house trafficking victims do so because of a lack of shelters specifically designed for such victims. There is a need in countries of destination to alter some policies, including: developing exceptions to rules for length of stay, as trafficking survivors frequently necessitate longer stays in shelters; allowing international phone calls to the families of internationally trafficked women; and housing minors without a related adult (Manjoo, 2011:86). Most societies have greater familiarity with domestic violence than human trafficking, and as such there is greater discrimination against victims of trafficking. Also, survivor support groups in shelters are often not designed to address the issues and feelings of survivors who have experienced both trafficking and domestic violence. It is therefore noted that assisting survivors of trafficking and domestic violence in one setting is very challenging. It should only be attempted when the facility can provide a safe and supportive environment and when staff is properly trained to understand the safety, legal, medical, mental health, social, and cultural needs of the victims (Manjoo, 2011:89).

3.7 CHAPTER CONCLUSION

Women survivors of human trafficking experience devastating challenges and therefore dealing with the aftermath and meeting their needs require a holistic approach, hence the development of a social work programme for women survivors of human trafficking. The developed programme aims at promoting social justice for the women survivors, embracing their worth and dignity, promoting their human rights, encouraging women empowerment, and promoting healing and resilience.

It is imperative therefore to understand that eliminating trafficking in women requires not only a focus on preventing and stopping the violent behaviour of individual perpetrators, but also transforming the fundamental attitudes, behaviours, and practices which condone the violence at relationship, community, and society levels (UNODC, 2010:9). The next chapter discusses the international and national legislature regarding the rights of women survivors of human trafficking.

CHAPTER FOUR:

LEGISLATION AND POLICIES THAT UNDERPIN THE PROGRAMME IN PROMOTING THE RIGHTS OF WOMEN SURVIVORS OF HUMAN TRAFFICKING ON A NATIONAL AND INTERNATIONAL LEVEL

4.1   INTRODUCTION

This chapter explores various legislative instruments that protect women on both a national and international level. The discussion will further tackle gender specific violations and the impacts on the survivors, as well as social and economic justice and the promotion of the dignity of women survivors of human trafficking. It is crucial to understand that trafficking in women is fuelled by a lack of education and opportunities for women to be considered men's equals in the corporate or industry environment. Therefore, issues of gender discrimination should be highlighted by governments as having elevated importance in order to fight trafficking in women. During the literature review, it became apparent that human traffickers take advantage of technology to remain anonymous and keep their victims hidden in the shadows. Victims are forced into prostitution, domestic servitude, and other forms of forced labour by the traffickers who take advantage of them (Michigan Commission on Human Trafficking, 2013:5).

4.2   FEMINISATION OF POVERTY DUE TO THE LACK OF HUMAN RIGHTS AFFORDED TO WOMEN

The Commonwealth Secretariat (2003:18-20) and the Advocates for Human Rights (2010:1) indicate that the type of activities that trafficked women find themselves in invade into a woman's privacy and entire well-being, reducing her to nothing but an object. The life of a trafficked woman becomes more complicated when marked by greater physical confinement and more stringent surveillance and control. The exploitation of women victims through sex and labour trafficking is a complicated phenomenon that impairs the woman's mind with regards to making informed decisions. The UN (2009b:16) states that trafficking in women is a grave

violation of human rights, in particular the right to liberty, human dignity, and the right not to be held in slavery or involuntary servitude.

4.3 INSTRUMENTS AND STATE POLICIES DEVELOPED TO PROTECT WOMEN

According to the MDGs Country Report (2013:51), since 1994, South Africa has introduced a raft of laws that directly address gender issues, has ratified a range of gender-related international conventions and instruments, and has established structures to address the above problems and protect women. Some of these will be discussed below.

4.3.1 International legislation and policies

- South Africa signed both the **UN Convention Against Transnational Organized Crime** and the **Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children**. The Convention gives a wide meaning to organised crime, as it covers all groups who commit serious crimes. The convention applies to offences that are transnational in nature and involve organised criminal groups. However, the offence of trafficking in persons can be established in the domestic law of each State party, irrespective of the transnational nature of the offence or involvement of organised criminal groups. The Convention further calls for the criminalisation of participation in an organised criminal group and the protection of victims of trafficking (Department of Justice and Constitutional Development, 2007:90).

- The Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, is the first international instrument which deals comprehensively with the issue of trafficking in persons. The protocol addresses the crime of trafficking in persons on a transnational level and defines trafficking in persons. The protocol states that the consent of the victim of trafficking is irrelevant where any of the actions contemplated in the definition have been employed. The protocol further addresses the human rights dimensions necessary for the protection of victims of trafficking. With

regard to the repatriation of victims of trafficking, the protocol provides for the safe return of victims to their countries of origin, and the issuing of travel documents or other authorisation necessary for victims to travel to and re-enter their countries of origin. The protocol emphasises the need for the prevention of trafficking in persons; information exchange and training of officials; strengthening of border control measures; and security and control of travel documents (Department of Justice and Constitutional Development, 2006:90-91).

• Convention Against Torture. Torture can be defined as any act by which severe pain or suffering, whether physical or mental, is intentionally inflicted on a person by a public official for such purposes as obtaining from the victim, or a third person, information or a confession. It is punishing a person for an act the victim or a third person has committed or is suspected of having committed. In addition, it is a way of intimidating or coercing a person or a third person. Furthermore, it is a way of inflicting pain for any reason based on discrimination of any kind, with such pain or suffering being inflicted by, or at the instigation of, or with the consent or acquiescence of a public official or another person acting in an official capacity (Association for the Prevention of Torture, 2008).

Dignity is maintained by upholding human rights. The prevention and elimination of avoidable coercion and restraint has to be adhered to. Civil and political groups that commit serious crimes should be dealt with (Brayley, 2015:3). The aim of the Convention Against Torture should focus on promoting rights that include equality and non-discrimination, as well as equal recognition before the law. The aim is to further promote the right to liberty and security of the person, and freedom from torture and cruel, inhuman, or degrading treatment or punishment. Upholding rights in service delivery is a global and national issue (Brayley, 2015:1). Therefore, women survivors of human trafficking should be protected from any form of torture. The social service providers should maintain the survivors' dignity and uphold human rights.

- According to the South African CEDAW report (2008:2, 4, 64) the South African Government ratified without reservation the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW) in 1995. In the year 2000, South Africa also signed the Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, and is also a signatory to the Palermo Protocol. In addition, measures aimed at combating trafficking in women and children have been stepped up, with special attention being paid to the strengthening of related investigations and prosecution of traffickers; studying the causes, influencing factors, and trends; and commencing a law reform process to achieve an integrated and holistic legal framework.

The Committee on the Elimination of Discrimination against Women (South African CEDAW Report, 2008:64) and the UN (2009a:5) confirms that under general international law and specific human rights covenants, states may be responsible for private acts if they fail to act with due diligence to prevent violations of rights or to investigate. Further, the state should punish acts of violence if they fail to provide compensation to the women survivors of human trafficking. The Department of Economic and Social Affairs (2010:5) indicates that in relation to national legal frameworks, the Committee on the Elimination of Discrimination against Women recommends that State parties (South African CEDAW Report, 2008:64):

- o ensure that laws against family violence and abuse, rape, sexual assault, and other gender-based violence give adequate protection to all women, and respect their integrity and dignity; and
- o take all legal and other measures that are necessary to provide effective protection to women against gender-based violence, including effective legal measures, such as penal sanctions, civil remedies, and compensatory provisions to protect women against all kinds of violence, including trafficking in women.

The Committee also requested that State parties include information on legal measures that have been taken to overcome violence against women, and

the effectiveness of such measures, in their reports under the CEDAW. In light of these concerns, treaty bodies, and in particular the Committee on the Elimination of Discrimination against Women, have called upon State parties to ensure that (UN, 2009a:6):

- o violence against women is prosecuted and punished;
- o women victims of violence have immediate means of redress and protection; and
- o public officials, especially law enforcement personnel, the judiciary, healthcare providers, social workers, and teachers, are fully familiar with the applicable legal provisions and sensitised to the social context of violence against women.

- The following is a list of the key human rights that are violated during human trafficking, according to the UN Commissioner for Human Rights (2010:53) and the Human Rights and Human Trafficking Fact Sheet No. 36 (UN, 2014:4):
  - o Prohibition of discrimination on one or more of the prohibited grounds, namely race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status.
  - o The right to life.
  - o The right to liberty and security.
  - o The right of access to courts, to equality before the courts, and to a fair trial.
  - o The right not to be submitted to slavery, servitude, forced labour, or bonded labour.
  - o Freedom from slavery in armed conflict.
  - o The right not to be subjected to torture and/or cruel, inhuman, or degrading treatment or punishment.
  - o The right to be free from gender-based violence.
  - o The right to associate freely.
  - o The right to freedom of movement.
  - o The right to the highest attainable standard of physical and mental health.
  - o The right to just and favourable conditions of work.

- o The right to an adequate standard of living.
- o The right to social security.
- o The right not to be sold, traded, or promised in marriage.

- Morna and Walter (2009:124) illuminate that violence against women in the form of trafficking is one of the most widespread violations of human rights that exists, both throughout the SADC region and internationally. They further reveal that violence against women includes physical, sexual, economic, and psychological abuse and shows no discrimination in terms of boundaries of age, race, wealth, or geography. Globally, it is estimated that one in every three women faces some form of violence during her life and one in every five women will become a victim of rape or attempted rape in her life.

  Morna and Walter (2009:124) further state that violence against women has far reaching consequences, harming families and communities. It not only violates human rights, but also hampers productivity, reduces human capital, and undermines economic growth. As a result of violence, women may suffer from poor health, isolation, an inability to work, loss of wages, lack of participation in regular activities, and limited ability to care for themselves and their children.

- MDG 3 promotes gender equality and the empowerment of women, with the aim to eliminate gender disparity in primary and secondary education by 2015. However, not much has changed and, as a result, the UN came up with the SDGs, which will be still discussed in this chapter (UN, 2010a).

- UNICEF (2014:11) and SDG 5 state that achieving gender equality for women and girls is crucial to achieving the world we want. Women and girls face particular vulnerabilities and threats, which must be explicitly tackled. The MDGs created a strong foundation with a clear focus on gender equality that has been carried forward in the proposals of the Open Working Group (OWG). In addition to a focus on discrimination, there is explicit mention of the sexual violence, exploitation, and forced marriage faced by women and

girls, female genital mutilation, and the recognition of unpaid and domestic work.

- Article 3 of the Protocol to the African Charter on Human and Peoples' Rights on the Rights of Women in Africa states that every woman shall have the right to dignity inherent in a human being and to the recognition and protection of her human and legal rights. Accordingly, every woman shall have the right to respect as a person and to the free development of her personality. It is further stipulated that State parties shall adopt and implement appropriate measures to prohibit any exploitation of women, be it sexual, verbal, or any form of violence (African Union, 2005:7).

- The preamble of the Convention for the Suppression of the Traffic in Persons and of the Exploitation of the Prostitution of Others acknowledges that prostitution and the accompanying evil of trafficking in persons for the purpose of prostitution are incompatible with the dignity and worth of a person and endanger the welfare of the individual, the family, and the community (Department of Justice and Constitutional Development, 2006:91).

- Agenda 2063 (African Union Commission, 2015:2-8) agrees with the above and expounds on the removal of all forms of gender discrimination in the social, cultural, economic, and political spheres. The Agenda highlights seven aspirations that we need to commit to, in order to create the Africa we want. The researcher concurs with the sentiment of the Agenda when it states that Africa has the capacity to realise her full potential in development, culture, and peace and to establish flourishing, inclusive, and prosperous societies. The aspirations of the African Union which are relevant to this study are as follows:

    o Aspiration 1. A prosperous Africa based on inclusive growth and sustainable development (African Union Commission, 2015:2):

- ✓ Agenda 2063 aspires that all African people experience a high standard of living, quality of life, a sound health and well-being. People who are well educated and skilled citizens, underpinned by science, technology and innovation for a knowledge society is the norm and no child misses school due to poverty or any form of discrimination.

- o Aspiration 3. An Africa of good governance, democracy, respect for human rights, justice, and the rule of law (African Union Commission, 2015:6):

  - ✓ Agenda 2063 aspires an African continent where democratic values, culture, practices, universal principles of human rights, gender equality, justice and the rule of law are entrenched. Africa will be a continent where the institutions are at the service of its people. Citizens will actively participate in the social, economic and political development and management. Competent, professional, rules and merit based public institutions will serve the continent and deliver effective and efficient services. Institutions at all levels of government will be developmental, democratic, and accountable.

- o Aspiration 6. A peaceful and secure Africa where development is people driven, unleashing the potential of its women (African Union Commission, 2014:7).

  - ✓ In Africa of 2063, women will be fully empowered and will play their rightful role in all spheres of life. Furthermore, all forms of gender-based violence and discrimination (social, economic, political) against women and girls will be eliminated and the latter will fully enjoy all their human rights. In addition to that all, harmful social practices (especially female genital mutilation and child marriages) will be ended and barriers to quality health and education for women and girls eliminated. Africa of 2063 will have full gender parity, with women occupying at least 50% of elected public offices at all levels and half of managerial positions in the public and private sectors. The economic and political glass ceiling that restricted women's progress will have been shattered (African Union Commission, 2015:8).

4.3.2 National level legislations and policies

The RSA, as part of the global village, has introduced a raft of laws that directly address gender issues. The government, apart from agreeing to a range of gender-related international conventions and instruments, has used the international conventions as frameworks to establish its own instruments to address gender issues and protect women. Some of the national legislations and policies are discussed below:

- **The Constitution of the Republic of South Africa (1996)**
  The Constitution of the Republic of South Africa (1996) states that every person has the right to life and inherent dignity, and this has to be respected and protected. Moreover, no one should be subjected to slavery or forced labour. Furthermore, the Bill of Rights enshrines the rights of all people in the country and affirms the democratic values of human dignity, equality, and freedom. Given the country's history, it is self-evident that equality became one of the fundamental values of South Africa's Constitution. Section 9 of the Bill of Rights provides for equality before the law and equal protection of the law, freedom from unfair discrimination, and positive measures to advance equality. Furthermore, it provides for the equal enjoyment of all other rights and freedoms (South African Human Rights Commission, 2012:5).

  The Bill of Rights (Chapter 2 of the Constitution of the Republic of South Africa, 1996) further sets out the fundamental rights of all South Africans, including the right to dignity and the right to equality. Chapter 2 contains the human rights which will be protected in South Africa. Therefore, the researcher will now focus on a summary of section 10, 12 and 13 of the Bill of rights, as these sections pertain to the human rights that protect women:

  - **Human dignity**
    Section 10 stipulates that everyone has inherent dignity and the right to have their dignity respected and protected.

o **Freedom and security of the person**

Section 12 stipulates that:

(1) Everyone has the right to freedom and security of the person, which includes the right—
(a) not to be deprived of freedom arbitrarily or without just cause;
(b) not to be detained without trial;
(c) to be free from all forms of violence from either public or private sources;
(d) not to be tortured in any way; and
(e) not to be treated or punished in a cruel, inhuman or degrading way.

o **Slavery, servitude and forced labour**

Section 13 stipulates that no one may be subjected to slavery, servitude, or forced labour (Constitution of the RSA, 1996: Chapter 2, Section 10, 12, 13).

- **The Domestic Violence Act 116 of 1998**

The Domestic Violence Act 116 of 1998 condemns violence against women. The Act agrees with the Constitution of South Africa (1996) and in particular the right to equality and to freedom. The Act also stipulates the right to security of all persons. Furthermore, the Domestic Violence Act 116 of 1998 indicates the obligations of the state towards ending violence against women under the UN CEDAW.

In the Act, domestic violence refers to physical, sexual, emotional, verbal, psychological, or economic abuse; intimidation, harassment, or stalking; or any other controlling or abusive behaviour towards the complainant. For instance, if such conduct harms, or may cause imminent harm to the safety, health, or well-being of the complainant, in this instance the woman survivor of human trafficking, it will be considered abuse (Domestic Violence Act 116 of 1998:2).

- **Criminal Law (Sexual Offences and Related Matters) Amendment Act 32 of 2007**

  The Criminal Law (Sexual Offences and Related Matters) Amendment Act 32 of 2007 has a provision dedicated to criminalising trafficking for sexual purposes. The Act further stipulates in sub-section 11 that a person who unlawfully and intentionally engages in sexual services of a person 18 years or older is guilty of the offence.

- **The Protection from Harassment Act 17 of 2011**

  The Protection from Harassment Act 17 of 2011 deals with various rights as enshrined in the Bill of Rights in the Constitution of the Republic of South Africa, 1996, including equality, the right to privacy, the right to dignity, freedom of association, and freedom from sexual harassment in the workplace. Section 35(a)-(c) of the Act defines sexual harassment as unwelcome sexual attention from a person who knows or ought reasonably to know that such attention is unwelcome. It further stipulates that sexual harassment includes an implied or expressed promise of reward for complying with a sexually oriented request, or an implied or expressed threat of reprisal or actual reprisal for refusal to comply with a sexually oriented request. In the case of the current study, it would entail the reprisal faced by a trafficked woman.

- **The PACOTIP Act 7 of 2013**

  In terms of the PACOTIP Act 7 of 2013, the RSA has obligations concerning the trafficking of persons according to international agreements namely:
  - ✓ to provide for an offence of trafficking in persons and other offences associated with trafficking in persons;
  - ✓ to provide for penalties that may be imposed in respect of the offences;
  - ✓ to provide for measures to protect and assist victims of trafficking in persons;
  - ✓ to provide for the coordinated implementation, application, and administration of this Act;
  - ✓ to prevent and combat the trafficking in persons within or across the borders of the Republic; and to provide for matters connected therewith.

Section 4(1) of the Act adds that any person who delivers, recruits, transports, transfers, harbours, sells, exchanges, leases, or receives another person within or across the borders of the Republic, by means of:

(a) a threat of harm;
(b) the threat or use of force or other forms of coercion;
(c) the abuse of vulnerability;
(d) fraud;
(e) deception;
(f) abduction;
(g) kidnapping;
(h) the abuse of power;
(i) the direct or indirect giving or receiving of payments or benefits to obtain the consent of a person having control or authority over another person; or
(j) the direct or indirect giving or receiving of payments, compensation, rewards, benefits or any other advantage, aimed at either the person or an immediate family member of that person or any other person in close relationship to that person, for the purpose of any form or manner of exploitation, is guilty of the offence of trafficking in persons.

Section 4(2)*(b)* stipulates that any person who enters into a forced marriage with another person, within or across the borders of the Republic, for the purpose of the exploitation of that person in any form or manner, is guilty of an offence.

- **The White Paper for Social Welfare**

The White Paper of Social Welfare in South Africa (Republic of South Africa [RSA], Department of Welfare, 1997) aims at empowering all people, including women. The aim is to fight poverty through holistic individual development.

Therefore, social welfare programmes will advocate the elimination of all forms of violence against women, and the right and ability of women to control their own fertility. The human rights of women and the girl-child are an inalienable, integral, and indivisible part of universal human rights, and will also be promoted. Policies and programmes will also promote the partnership between women and men in domestic, parental, family, and reproductive health responsibilities (RSA, Department of Welfare, 1997:72).

Furthermore, social welfare strategies will be devised to counteract all forms of abuse of and violence against women. A range of support services will be provided for women who have been battered, raped, and/or sexually abused. Such women will be given assistance in dealing effectively with both the immediate crisis and the long-term effects of trauma. Women will also be supported through legal proceedings and programmes will also promote the personal safety of the survivors of violence. Education about women's rights will be provided and improved policing and legislative and procedural reforms will be advocated to improve the response of the criminal justice system in addressing violence against women. Social welfare services will be re-oriented to become more gender-sensitive and to promote the dignity, self-esteem, and well-being of women. Welfare programmes must also actively network with other governmental and non-governmental sectors to address the developmental needs of women (RSA, Department of Welfare, 1997:73).

- **National Development Plan 2030**

The National Development Plan (NDP) 2030 stipulates that gender-based violence in South Africa is unacceptably high. This has consequences for women and girls and their ability to achieve their potential in every sphere of social and productive life. Gender-based violence in all its forms denies women and girls the opportunity to achieve equality and freedoms as enshrined in the Constitution. If this continues unabated, it will impede the nation's ability to achieve its growth and development potential (The Presidency, 2012:395).

In submissions to the National Planning Commission (The Presidency, 2012:396), attention was drawn to the fact that discrimination is perpetuated by traditional beliefs upheld in the criminal justice system, the government, education, law, politics, the media, the public, and at home. The Presidency (2012:396) further states that this inequality and discrimination has become so pedestrian and institutionalised that some women are unable to even imagine, much less expect, a different life. Any programme to attain social cohesion in society should narrow the inequality divide between men and women with measures in place to ensure that women, girls, people with

disabilities, and any other group at risk of discrimination, are able to enjoy their rights enshrined in the Constitution (The Presidency, 2012:396). The strategies of the NDP 2030 (The Presidency, 2012:388-392) entail a long-term perspective on training and management, as well as the development of technical and specialist professional skills for all people, including women.

There are a number of issues that the NDP 2030 focuses on. Some of the issues that are related to women's needs include economy and employment, whereby the government and private sector should provide a stable and enabling macroeconomic platform. Furthermore, an integrated and inclusive rural economy that creates greater social, economic, and political opportunities to overcome poverty amongst women in rural communities should be promoted. Quality access to basic services such as healthcare, education, and food security must be ensured and plans for rural towns should be tailor-made according to the varying opportunities in each area (The Presidency, 2012:217). The other point that is included in the plan is transforming human settlements and the national space economy. Planning in South Africa will be guided by a set of normative principles to create spaces that are liveable, equitable, sustainable, resilient, and efficient, which support economic opportunities and social cohesion (The Presidency, 2012:258). The goal would be to improve education, training, and innovation and create such opportunities for different groups of people. The promotion of lifelong learning, continuous professional development, research, and innovation are also crucial to empower women in different settings (The Presidency, 2012:296).

- **Woman Empowerment and Gender Equality Bill of 2013**
  Women empowerment and gender equality are imperative to promote the social well-being of women survivors of human trafficking. Gender equality has to be promoted to prevent women from being discriminated against. One cannot deny that women are the pillars of society. Empowerment is when an individual or group gains an increased opportunity, achieving more control over their own lives, negotiating with others to influence decisions that affect them, and accessing resources previously denied (Lishman et al., 2014:461).

The researcher supports the view of this author namely that empowered women would in return empower those around them with values and morals, resulting in a well-functioning society. Therefore, for the purposes of this study, the researcher will focus on three areas, namely: education and training; equal representation and participation; economic empowerment

- **Education and training**

  In Chapter 2 of the Women Empowerment and Equality Bill, section 4 (1), it is stated that designated public bodies and designated private bodies must develop and implement plans and measures in compliance with applicable legislation and international agreements, to (Department of Women, Children and People with Disabilities, 2013):

  - *(a)* address the pervasive discriminatory patriarchal attitudes and the lingering effects of apartheid faced by women in the education system, and ensure that woman's childbearing responsibilities are not the cause for drop out or exclusion, in order to achieve the progressive realisation of access to education for all;
  - *(b)* educate and train women in order to achieve the progressive realisation of equitable and sustainable development for women and gender equality;
  - *(c)* capacitate and enable women to assimilate and develop knowledge, requisite skills and values, in order to achieve the progressive realisation of at least a minimum of 50 percent equal representation and meaningful participation of women in all decision-making position and structures, contemplated in section 7(1) and their economic empowerment contemplated in section 10(1);
  - *(d)* improve access to education on reproductive rights for women, particularly young women; and
  - *(e)* eliminate prejudices and current practices that hinder the achievement and enjoyment of gender equality and social cohesion.

- **Equal representation and participation**

  In terms of Chapter 3 of the Women Empowerment and Equality Bill, section 7 (1), despite any other law, designated public bodies and designated private bodies must, within their ambit of responsibilities and available resources, develop and implement measures in order to achieve the progressive realisation of a minimum of 50% representation and meaningful participation of women in decision-making structures,

including Boards, which must include (Department of Women, Children and People with Disabilities, 2013):

"(a) building women's capacity to participate;

 (b) enhancing the understanding and attitudes of communities to accept the capabilities and participation of women as their equals; and

 (c) developing support mechanisms for women."

o **Economic empowerment**

In terms of Chapter 3 of the Women Empowerment and Equality Bill, section 10 (1), despite any other law, targets for women in all laws and policies on economic empowerment shall be at least 50% (Department of Women, Children and People with disabilities, 2013):

> (2) Designated public bodies and designated private bodies must, within their ambit of responsibilities, develop and implement plans and strategies to align their laws and policies with subsection (1) within two years of coming into operation of this Act.
> (3) Designated public bodies and designated private bodies must, within their ambit of responsibilities and available resources, develop and implement plans and measures, to:
> *(a)* promote the economic empowerment of women;
> *(b)* promote women's access to economic and educational opportunities and productive resources;
> *(c)* increase access to financing, procurement, land rights, skills development, especially entrepreneurial skills and capacity building of women;
> *(d)* facilitate employment opportunities and access to the markets for women;
> *(e)* compile such data relating to economic empowerment of women as may be prescribed; and
> *(f)* comply with prescribed measures aimed at achieving the economic empowerment of women as contemplated by the applicable legislation.

The researcher has the view that the above-mentioned instruments are a vital guide and will form the basis of this study in the process of developing the final product. Therefore, a holistic social work intervention programme to render services to women survivors of human trafficking will include comprehensive measures in designing and developing strategies through a wide collaboration between places of origin, transit, and destination. The programme will also address the needs of and consequences experienced by women survivors of

human trafficking in a holistic manner. This will provide effective coordination among relevant stakeholders, for example NGOs and government departments (ECPAT, 2009:49). The designed and developed programme is intended to promote the well-being of women survivors of human trafficking by addressing issues like social and economic inequalities and promoting social justice in society. In this instance, the social workers' focus would be on meeting the needs of the self of the survivor in the environment. International Social Work (2014:18) defines social and economic inequalities as disparities and unfairness in the distribution of both economic and social resources which create a gap between the rich and the poor, influencing social service delivery and ultimately the well-being of people. Social and economic inequalities are evident in the case studies in relation to income, including wages and social transfers, social class, housing (shelter), and access to clean drinking water, health services, education, and infrastructure like road and communication networks.

The emphasis in this study is that it is the social workers' obligation to understand the survivors in totality with regards to their experiences in an ever-changing world. In promoting social and economic justice, the social service providers have a moral obligation not just to help the survivors as individuals and families, but also to achieve social change. Furthermore, social service providers should understand the interactions and interdependence of the women survivors of human trafficking from an ecological perspective. They should also explore and understand the needs of the survivors, from the person-in-environment perspective, from the view that social environments have powerful effects on survivors' lives.

4.4 PROMOTING SOCIAL AND ECONOMIC JUSTICE FOR WOMEN SURVIVORS OF HUMAN TRAFFICKING IN SOUTH AFRICA

Social justice is defined as an ideal condition in which all members of society have the same basic rights, protection, opportunities, obligations, and social benefits (Terminology Committee for Social Work, 2009). Social justice in the field of social work refers primarily to what political philosophers call distributive justice, which is the fair distribution of goods in a society, in a nation, and perhaps in the world, including rights, opportunities, political power, and social benefits, as well as

wealth and material goods (Friedman, 2010:10). Chipkin and Meny-Gilbert (2013:8) agree with the above notion when they state social justice refers to a situation in which there is economic justice, public participation, and social cohesion. Moreover, central to this concept of justice is the idea of a fair distribution of rights, of entitlements, of benefits, of burdens, and of responsibilities. Lombard and Twikirize (2014:316) have the opinion that social justice implies a commitment to fairness, adding that in society, social justice should foster equal human rights, distributive justice, and a structure of opportunity, and be grounded in representative and participatory democracy. It should encompass both economic and environmental justice. Economic justice is treated as an aspect of social justice and can be defined as the existence of opportunities for meaningful work and employment and the dispensation of fair rewards for the productive activities of individuals (UN, 2006:14).

The Global Agenda process focuses on the theme 'Promoting Social and Economic Equalities', to address the worldwide dynamics that perpetuate poverty, unequal opportunities, limited access to resources, and oppression, and to give greater prominence to the key contributions of social work and social development (International Social Work, 2014:2). 'Promoting Social and Economic Equalities' was chosen as the first theme for the Global Agenda of Social Work and Social Development to focus on the major causes that constrain opportunities for individuals, human development, and care of the earth's ecosystem, and keep people in poverty and disadvantage. The theme includes advocacy for the realisation of human rights for all peoples; a socially-just international economy; the development of socio-economic structures that ensure environmental sustainability; and the recognition that social cohesion and institutional solidarity must be at the forefront of policy and government decisions (International Social Work, 2014:3-4). Strong political and economic voices should be raised in fighting inequality and defending growing equality, however, and not blaming disadvantaged people for their own fate. Nevertheless, robust evidence demonstrates that growing inequalities can be arrested by integrated policies that are universal in principle while paying particular attention to the needs of disadvantaged and marginalised populations (International Social Work, 2014:4-5). These marginalised and disadvantaged populations include women survivors

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of human trafficking. Therefore, social service providers, as professionals who work with complex and interlocking systems, are compelled to advocate for the principles of respect for people and social justice. Furthermore, they need to develop the beginning of a social work and social development perspective on the social elements of economic regulation and deregulation and their impact on human well-being and the physical environment (International Social Work, 2014:5). Engaging more women in empowerment activities so as to be equipped with the necessary resources will enhance the livelihoods of family members at household level. Furthermore, on a micro-level, case studies indicate that social and economic equality cannot be achieved without a focus on individual intervention (International Social Work, 2014:21). Therefore, the designed and developed intervention programme should focus on the wholeness of women survivors of human trafficking as they interact with their environment to promote resilience and healing to achieve their well-being.

The researcher agrees with the assumption that if women survivors of human trafficking are equipped with the necessary resources, skills, and opportunities to be self-reliant, and if they are more readily able to grow their potentials, the economy will benefit from reduced poverty, from greater employment, and from economic growth. The women survivors of human trafficking will be able to grow their own capacities and become more significant actors in national economies. In addition, avenues will be opened for the greater social inclusion of women survivors of human trafficking in the public domain, greater gender equality, and enhanced economic empowerment of women (International Labour Organization, 2007a:5). Therefore, the designing and development of a programme that has the capacity to support the empowerment of women survivors of human trafficking is paramount and all policies that are targeted towards the development of women survivors of human trafficking should be promoted. Women survivors of human trafficking should have access to information, credit, financial resources, associations, business networks, and employers (International Labour Organization, 2007b:3-4). Such opportunities would empower women and allow them to make informed decisions.

Social justice tackles the root and avoidable causes of inequities for those who are systematically and institutionally disadvantaged by their race, ethnicity, economic status, nationality, gender, gender expression, age, sexual orientation, or religion. In promoting social justice to achieve the well-being of women survivors of human trafficking, the principles discussed in the following sub-sections need to be taken into account.

4.4.1 Human rights

Social justice entails the promotion of human rights. The human being is in a permanent quest for the satisfaction of his/her basic needs. This includes a person's most fundamental physical needs, such as food, healthcare, and shelter, but also the moral needs of security, affection, and actuation (Musoni & Gasamagera, 2016:2).

4.4.2 Equity of opportunities

Equity of opportunities is an ideal that all countries are seeking to achieve with more or less success, mostly owing to their economic potential. It is very challenging and embarrassing for concerned governments when such potential is drastically reduced. In this instance, they have to ensure fair and transparent wealth and resource sharing (Musoni & Gasamagera, 2016:3).

4.4.3 Social safety nets to help vulnerable groups cope

Individuals are deemed vulnerable when they are exposed to conditions that do not allow them to enjoy fundamental rights for development in harmony, and do not allow them to satisfy personal needs, owing to physical conditions, personal history or history shared with other people, and/or the prevailing cultural or societal environment, by creating a large gap between the developments of different people. It is the responsibility of the government to create safety nets for those within the community who respond to the above definition (Musoni & Gasamagera, 2016:2).

4.4.4 Poverty reduction

Poverty reduction often refers to the fair distribution of wealth and other resources and equitable access to economic mechanisms to improve livelihood (Musoni & Gasamagera, 2016:3).

4.4.5 Capacities and Empowerment

Delivering social justice involves capacities at all levels and empowerment of the actors, including beneficiaries who are also key players. Social justice also has to do with formal and informal justice mechanisms. For example, equal access to resources for all (Musoni & Gasamagera, 2016:4).

4.5 PROMOTING THE DIGNITY AND WORTH OF WOMEN SURVIVORS OF HUMAN TRAFFICKING THROUGH THE LENS OF TRAFFICKING PRINCIPLES AND GUIDELINES

On the Global Agenda for Social Work and Development, social workers decided that during the period 2012-2020, they would focus their efforts on a number of themes, including promoting the dignity and worth of people (International Federation of Social Workers, 2014:1). Dignity is something which is slowly realised in a person who has been loved and whose fundamental rights are recognised. The preamble of the Universal Declaration of Human Rights Article 1 reminds us that: "The recognition of the inherent dignity and of the equal and inalienable rights of all members of the human family is the foundation of freedom, justice and peace in the world" (Volpicelli, 2016:2). Article 25 of the Universal Declaration of Human Rights (UN, 1948) states that everyone has the right to a standard of living for his/her health and well-being, including food, clothing, housing and medical care, necessary social services, and the right to security in the event of particular circumstances, while Article 26 emphasises everyone's right to education. The recognition of the inherent dignity and the equality and rights of people is the foundation of freedom, justice, and peace in the world (UN, 1948).

Human rights activists provide universal standards that are applicable to all persons. While the means to achieve human rights guarantees should be locally appropriate and contextually determined, the universality of their applicability to all persons, including everyone who has been trafficked, is indisputable. The Trafficking Principles and Guidelines (UN, 2010a) explicitly advocate a human rights-based approach to trafficking. The importance of this approach to trafficking has been confirmed by the international community and by International Human Rights bodies (UN, 2010a:67).

As a conceptual framework for dealing with trafficking in women, a human rights-based approach is one that is normatively based on international human rights standards and is operationally directed to promote and protect their rights. Such an approach requires an analysis of the ways in which human rights violations arise throughout the trafficking cycle, as well as of different countries' obligations under international human rights law. It seeks to both identify and redress the discriminatory practices and unjust distributions of power that underlie trafficking, that maintain impunity for traffickers, and that deny justice to women survivors of trafficking (UN, 2010a:50). The human rights that apply to women survivors of trafficking in order to promote their dignity and worth will be discussed in the sub-sections below.

4.5.1 Human rights of trafficked persons

The human rights of trafficked persons shall be at the centre of all efforts to prevent and combat trafficking and to protect, assist and provide redress to survivors (UN, 2010a:52).

4.5.2 The human rights of women

One should not diminish the situation of trafficked men and the gendered facets of the trafficking response, which have a negative effect on men and boys. It is therefore critical to recognise that gender-based violations of human rights, especially against women and girls, are one of the root causes of trafficking, as well as an essential factor of the trafficking operation (UN, 2010a:60). Anti-

trafficking measures taken in the name of protecting survivors and preventing trafficking can also operate in a discriminatory manner or otherwise result in further violations of the rights of women and girls. An example would include restrictions on the emigration of women and the detention of women and girl victims of trafficking, in violation of both local and international human rights standards. However, this would be a contravention of fundamental rights; such policies can actually make women more vulnerable, propelling them towards more expensive and precarious forms of migration (UN, 2010a:62).

A gender-sensitive approach to trafficking that is firmly grounded in human rights should be considered when dealing with women survivors of human trafficking. The Trafficking Principles and Guidelines should be adhered to in order to identify differences in the needs of the women survivors of human trafficking and mould responses appropriately. The Trafficking Principles and Guidelines indicate several rights and obligations that specifically apply to the situation of women who were exposed to human trafficking and are still vulnerable to human trafficking (UN, 2010a:65).

4.5.3   Recommended principles on human rights

The UN Commissioner for Human Rights and Human Trafficking discussed the recommended principles on human rights and human trafficking, which are relevant to the women survivors of human trafficking and can be applied as follows (UN, 2010b:244-246):

a.   The primacy of human rights
  o The human rights of trafficked women shall be at the centre of all efforts to prevent and combat trafficking and to protect, assist and provide redress to victims.
  o States have a responsibility under international law to act with due diligence to prevent trafficking, to investigate and prosecute traffickers and to assist and protect trafficked persons.
  o Anti-trafficking measures shall not adversely affect the human rights and dignity of women, in particular the rights of those who have been trafficked, and of migrants, internally displaced persons, refugees and asylum-seekers.

b. Preventing trafficking

o Strategies aimed at preventing trafficking shall address demand as a root cause of trafficking.

o States and intergovernmental organizations shall ensure that their interventions address the factors that increase vulnerability to trafficking, including inequality, poverty and all forms of discrimination.

o States shall exercise due diligence in identifying and eradicating public sector involvement or complicity in trafficking. All public officials suspected of being implicated in trafficking shall be investigated, tried and, if convicted, appropriately punished.

c. Protection and assistance

o Trafficked women shall not be detained, charged or prosecuted for the illegality of their entry into, or residence in countries of transit and destination, or for their involvement in unlawful activities to the extent that such involvement is a direct consequence of their situation as trafficked persons.

o States shall ensure that trafficked women are protected from further exploitation and harm and have access to adequate physical and psychological care. Such protection and care shall not be made conditional upon the capacity or willingness of the trafficked person to cooperate in legal proceedings.

o Legal and other assistance shall be provided to trafficked women for the duration of any criminal, civil or other actions against suspected traffickers. States shall provide protection and temporary residence permits to survivors and witnesses during legal proceedings.

o Women survivors of trafficking shall be provided with appropriate assistance and protection. Full account shall be taken of their special vulnerabilities, rights and needs.

o Safe and voluntary return shall be guaranteed to trafficked women by both the receiving State and the State of origin. Trafficked women shall be offered legal alternatives to repatriation in cases where it is reasonable to conclude that such repatriation would pose a serious risk to their safety or to the safety of their families.

d. Criminalisation, punishment and redress

o States shall adopt appropriate legislative and other measures necessary to establish trafficking of women, as criminal offences.

o States shall effectively investigate, prosecute and adjudicate trafficking, including its component acts and related conduct, whether committed by governmental or by non-State actors.

o States shall ensure that trafficking, its component acts and related offences constitute extraditable offences under national law and extradition treaties. States shall cooperate to ensure that the appropriate extradition procedures are followed in accordance with international law.

- o Effective and proportionate sanctions shall be applied to individuals and legal persons found guilty of trafficking or of its component or related offences.
- o States shall, in appropriate cases, freeze and confiscate the assets of individuals and legal persons involved in trafficking. To the extent possible, confiscated assets shall be used to support and compensate victims of trafficking.
- o States shall ensure that trafficked persons are given access to effective and appropriate legal remedies.

4.6 CHAPTER CONCLUSION

In conclusion of this chapter, as much as international legislative instruments form a framework for national legislative instruments, it is imperative that the South African Government should focus on gender sensitive policies that would respond to the needs of women, including survivors of human trafficking. Social service providers should be knowledgeable of both national and international legislative instruments that protect and promote women's rights. They should be committed to implement policies and laws as stipulated at local level. Furthermore, policies and laws that are not gender responsive should be revised and be aligned to meet the needs of vulnerable women survivors of human trafficking. This study took into consideration the existing policies in developing the HSWIP-WSHT. It is important for social workers to understand that women that are exposed to human trafficking experience devastating repercussions. Therefore, governments should take full responsibility to protect women survivors (Mollema, 2013:80-82). In the next chapter, the researcher will discuss relevant intervention programmes for women survivors of human trafficking.

CHAPTER FIVE:

INTERVENTION PROGRAMMES FOR WOMEN SURVIVORS OF HUMAN TRAFFICKING

5.1 INTRODUCTION

In this chapter, the researcher will review existing programmes that are closely linked to the needs of women survivors of human trafficking or programmes that holistically deal with the world of a woman. Having identified them after a meticulous search, different programmes that were designed to assist women in crisis locally and internationally, including survivors of trafficking, were examined. However, it was a challenge to find a specific HSWIP-WSHT locally. Consequently, the researcher opted to discuss four programmes that are relevant to addressing issues women face in general, not human trafficking specifically. The first two are international programmes that address different atrocities experienced by women, namely gender-based violence and challenges of migration on refugee women. The other two local programmes are 'A Safer South Africa for Women and Children: Improved Security and Justice for Women, Girls and Boys' and the National Guidelines for Victim Empowerment.

The designed and developed programmes were meant to address the needs of victims of domestic violence and victims of crime respectively. Consequently, due to the absence of a HSWIP-WSHT, the above-mentioned local programmes are utilised in shelters to also address some of the needs for women survivors of human trafficking that reside in these designated shelters. The above statement concurs with what Sipamla (2012:9) articulated: "shelters that are meant for victims of domestic violence also provide accommodation for women survivors of human trafficking. This gap weakens referral systems and contributes to fragmented responses to domestic violence by various service providers." As such, the practice of combining victims of domestic violence and women survivors of human trafficking poses a great challenge for the social workers, because their initiatives in service rendering are in vain since these women's needs are not the same. It was therefore evident that, although these programmes exist, none focus

on holistically addressing the needs of the women survivors of human trafficking. However, there is some relevance. The researcher will now briefly discuss the selected programmes in the following section.

5.2 NATIONAL AND INTERNATIONAL INTERVENTION PROGRAMMES

5.2.1 Programme One – Common Threads: a recovery programme for survivors of gender-based violence

5.2.1.1 Introduction

The researcher studied a number of programmes and concluded that Common Threads: a recovery programme for survivors of gender-based violence was closely linked to what this research study intends to achieve. The above-mentioned programme is a multi-dimensional intervention programme for survivors of gender-based violence and was piloted in Lago Agrio, Ecuador, and a nearby Colombian refugee settlement. The model introduces art therapy techniques, psycho-education, peer support, symptom reduction techniques, and psychosocial skill building within the context of a women's hand sewing collective. Participants design and sew narrative textiles in order to share their experiences and process memories (Cohen, 2013:157).

5.2.1.2 Purpose of the programme

The purpose of this programme is therapeutic intervention. The psychotherapeutic activities teach the survivors coping skills to manage intense emotional states, and enhance their self-expression. Further, the psychotherapeutic activities assist the survivors to ameliorate their capacity for stigma, shame and self-blame, while working towards improved total well-being (Cohen, 2013:158). Such an approach is deemed appropriate and would promote survivors' strengths rather than just treating their pathology.

The programme uses simple ornamental needlework and embroidery techniques whereby the women gather together to sew or paint images that portray their experiences, in order to capture the injustices of abuse. As the survivors sew, paint, and share their experiences, they support one another. Sometimes women

survivors are encouraged to use pieces or remnants of clothing as a presentation of their expression about lost loved ones (Cohen, 2013:158). The process improves the survivors' capacity to think through their experiences and in this way it brings about healing.

5.2.1.3   Intervention process

During the intervention process, groups meet for four- to five-hour workshops over the course of 12 weeks. In addition to art therapy, participants engage in psychotherapeutic activities that are facilitated by social workers to develop their coping skills for healing and resilience. The social workers also encourage the survivors to use specific techniques for managing intrusive memories, moods, anxiety, dissociation, and self-care. Additional methods to empower the survivors are contributed by the facilitators, according to the culture and context. The facilitation is guided by the social workers' experience in working with survivors of gender-based violence (Cohen, 2013:161).

5.2.2   Programme Two – Ending Violence Against Women in Cambodia Program

5.2.2.1   Introduction

Ending Violence Against Women in Cambodia (EVAW) program is another programme that is also closely linked to what this research study wants to achieve. The Royal Government of Cambodia (RGC) has committed to addressing violence against women through the ratification and implementation of laws and policy initiatives that provide a specific focus on the reduction of violence against women and girls and to encourage the full participation of women in public life. The Ministry of Women's Affairs is "the national organisation responsible for the promotion of the status of women in Cambodia". The Ministry of Women's Affairs (2017:2) indicates that the status of women can be promoted through well-facilitated gender equality and gender mainstreaming policies and programmes in government.

The long-term solution to violence against women is the economic empowerment of women. When one empowers a woman, it means her family is also empowered,

as well as her community, society, and country (Ministry of Women's Affairs, 2017:3).

Responding to the issue of violence against women is very complex and requires a range of responses and interventions at both a national and sub-national level. The EVAW Program has supported activities that have a universal application. This includes the development and implementation of national policies, the development of training programmes and mentoring of trainers, monitoring and data collection systems, the development of practice guidelines, and facilitating increased use of existing government systems by service providers (Ministry of Women's Affairs, 2017:7).

5.2.2.2   The Goal of the EVAW Program

This programme promotes sustained reduction in violence against women in Cambodia.

5.2.2.3   The Purpose of the EVAW Program

The purpose of EVAW Program is to contribute to an effective, systematic, and accountable response to and prevention of violence against women in Cambodia (Ministry of Women's Affairs, 2017:3).

5.2.2.4   Three core focus areas of the programme

The EVAW Program consists of three core areas, namely services, prevention, and justice. These focus areas are discussed below:

- **Services**

  The EVAW Program defines services as the provision of accessible, appropriate, and quality services to victims of violence. The services are rendered to the victims of violence when they come for assistance and this includes referral to other services depending on their needs, such as counselling, medical assessment, legal assistance, and documentation.

- **Prevention**

  Prevention strategies are developed to promote positive change in perceptions, attitudes, behaviours, beliefs, practices, and social norms regarding gender discrimination and gender-based violence.

- **Justice**

  The Ministry of Women's Affairs (2017:3) further indicates that justice is a protective investigation and legal process that is responsive to the needs of the survivors of violence. Justice focuses on effectiveness, treats survivors with dignity, and holds perpetrators responsible for their actions (Ministry of Women's Affairs, 2017:3). The intervention programme focuses on institutional support and coordination which entails working with the government, private sector, and civil society to improve support to and coordination of responses for victims of violence. Furthermore, evidence-based research was considered crucial to be used for improved planning, service delivery, and the implementation of support services (Ministry of Women's Affairs, 2017:3).

To conclude on the EVAW Program, the focus is on promoting prosperity and the reduction of poverty, as well as (Ministry of Women's Affairs, 2017:3):

> …enhancing stability development policy that promotes gender equality and the empowerment of women through various approaches to address women issues. Such as the enhancement of women's voices in decision making, leadership and peace building as well as the promotion of women's economic empowerment and the strategies in ending violence against women.

This policy is important to emulate, as it is a good practice that recognises that women's leadership, economic empowerment, and freedom from violence are central to sustainable development (Ministry of Women's Affairs, 2017:3).

5.2.3 Programme Three – A Safer South Africa for Women and Children: Improved Security and Justice for Women and Girls

5.2.3.1 Introduction

At this juncture, the researcher discusses a Safer South Africa for Women and Children: Improved Security and Justice for Women, Girls and Boys programme. After studying a number of local programmes in search of a holistic programme that would focus on assisting survivors of human trafficking in South Africa, the researcher found valuable information in the mentioned programme. Although the programme does not focus specifically on women survivors of human trafficking, it has some content that would be helpful in developing a holistic programme.

5.2.3.2 The Goal of 'A Safer South Africa for Women and Children'

The overall goal of 'A Safer South Africa for Women and Children' is to "strengthen the national response to prevent violence against women and children in order to create a protective and empowering environment" (UNFPA, UNICEF & Save the Children South Africa, 2012:32).

Efforts are needed at all three levels of prevention. Primary prevention is needed to stop violence from occurring in the first place and is the most beneficial and cost-effective in the long-term. However, tertiary prevention is also critical in treating victims of abuse (UNFPA, UNICEF & Save the Children South Africa, 2012:32).

'A Safer South Africa for Women and Children' aims to build a protective environment that prevents women from suffering violence. In this environment, women are given the vital information they need to protect themselves from abuse and exploitation (UNFPA, UNICEF & Save the Children South Africa, 2012:19).

5.2.3.3 The purpose of 'A Safer South Africa for Women and Children'

The purpose of 'A Safer South Africa for Women and Children' is to provide access to justice for women and children survivors of violence.

Regardless of the existence of protective legislation, gender-based violence remains a grave social concern in South Africa. It is evident that gender-based violence not only impacts an individual's physical and emotional well-being, but also affects the ability of the survivors to make a meaningful contribution to their families, communities, and society at large. Through bridging the gap between the informal (traditional) and formal justice/welfare system to strengthen the response to gender-based violence, the United Nations Population Fund (UNFPA) and UNICEF hope that supporting community sensitisation will lead to increased prosecution of offenders in order to break the intergenerational cycle of violence (UNFPA, UNICEF & Save the Children South Africa, 2012:14).

5.2.3.4   *Programme objective*

This programme's objective is "to develop an enabling and protective environment requires an approach linking health, education, security and justice, and social services to provide comprehensive protection and support for victims of violence and to prevent violence over the longer term" (UNFPA, UNICEF & Save the Children South Africa, 2012:16).

The international community is aware that there has been insufficient focus on prevention and dealing with the root causes and risk factors of gender-based violence. As such, preventing gender-based violence in South Africa requires an understanding of the factors that increase the level of violence in communities (UNFPA, UNICEF & Save the Children South Africa, 2012:16).

5.2.3.4   *Programme design and strategies*

This programme follows a human rights and equity-based approach and this is a conceptual framework for the process of human development that is normatively based on international human rights standards and operationally directed to promoting and protecting human rights (UNFPA, UNICEF & Save the Children South Africa, 2012:22). The programme seeks to analyse inequalities which lie at the heart of development problems and redress discriminatory practices and unjust distributions of power that impede development progress (UNFPA, UNICEF & Save the Children South Africa, 2012:22).

The UNFPA, UNICEF and Save the Children South Africa (2012:22) further alludes to a human rights-based approach which focuses on the realisation of the rights of excluded and marginalised populations and those whose rights are at risk of being violated. The programme further builds on the premise that a country cannot achieve sustained progress without recognising the universality of human rights as core principles of governance. A human rights-based approach identifies and strengthens the capacities of rights holders and their entitlements and corresponding duty-bearers and their obligations. In addition, human rights establish boundaries by requiring a core minimum threshold of entitlements for all human beings, and by highlighting that priority attention should be given to the most vulnerable groups. The researcher links the PCA to a human rights-based approach, as both deal with the person-in-environment and clearly state and agree that development efforts should contribute to realising human rights (UNFPA, UNICEF & Save the Children South Africa, 2012:22).

5.2.4 Programme Four: National Policy Guidelines for Victim Empowerment

5.2.4.1 Introduction

The researcher reviewed National Policy Guidelines for Victim Empowerment (DSD, [sa]), as it targets victims of crime in South Africa. It addresses victims of different crimes, such as domestic violence, murder, robbery, and human trafficking. However, it does not specifically address issues of women survivors of human trafficking and does not holistically address the survivors' needs. The programme is briefly discussed in the following sub-sections.

5.2.4.2 Aim of the National Policy Guidelines for Victim Empowerment

The guidelines aim to (DSD, [sa]):

> …restore the loss or damage caused by criminal acts and its consequences through a variety of actions intended to empower the victim to deal with the consequences of the event, to leave it behind and suffer no further loss or damage.

The researcher has the view that the National Policy Guidelines for Victim Empowerment (DSD, [sa]), if appropriately implemented, would relieve trauma and

promote healing in the victims of crime. However, the stated guidelines are not specifically formulated to address the needs of the target group of the researcher, namely women survivors of human trafficking. Therefore, the researcher would draw some ideas from the document, such as the belief that individuals, families, and communities have the right to privacy, safety, and human dignity, and that victims should play a more central role in the criminal justice process (DSD, [sa]). This applies and links directly to the women survivors of human trafficking, as they are also victims of crime.

5.2.4.3 Implementation of the National Policy Guidelines for Victim Empowerment

The guidelines allude to victim support as empathic, person-centred assistance that is rendered by an organisation or social service provider following an incident of victimisation (DSD, [sa]). Furthermore, the researcher is aware that victim support is aimed at empowering the victim. In the same way, the holistic social work intervention programme that will be designed will focus on supporting the women survivors of human trafficking in order to restore them and promote empowerment (DSD, [sa]).

5.2.4.4 Principles of the National Policy Guidelines for Victim Empowerment

The National Policy Guidelines for Victim Empowerment are intended to achieve a society in which the rights and needs of victims of crime and violence are acknowledged and effectively addressed within a restorative justice framework (DSD, [sa]).

The National Policy Guidelines for Victim Empowerment are guided by seven key principles. These principles are encapsulated in values that determine the nature and quality of service rendering to victims of crime. Values such as respecting the victims' rights and applying the principles of *Ubuntu* and *Batho Pele* are considered paramount.

It is of great importance to highlight that some of these principles are closely linked to the values and communication skills used in personal centred approach. The principles are:

a. **Empowerment**

The guidelines embrace an empowerment model that is responsive to the needs of all victims of crime and violence (DSD, [sa]). Further, Grobler, Schenck and Mbedzi (2013:13, 32) agree with the guidelines and state that all service providers should create an enabling environment and opportunities for victims to make informed decisions, to use and build their own support networks, and to act on their own choices. The authors continue to say that the resourcefulness of each person should be promoted by providing opportunities to use and build their capacity and support networks of their own choice (Grobler et al., 2013:32).

b. **Human Rights**

The National Policy Guidelines for Victim Empowerment (DSD, [sa]) allude to the fact that when a crime is committed, the basic human rights of the victim, as set out in the South African Constitution, are violated. The document further states that in the context of crime and violence, the Victims' Charter affirms that the victims have the right to be treated with fairness and with respect for their dignity and privacy, the right to be offered and receive information, the right to protection, the right to assistance, the right to compensation, and the right to restitution (DSD, [sa]).

c. **Participation and self-determination**

This principle is similar to the value of self-determination in the PCA. The principle and value stipulate that victims are to be given the opportunity to participate in activities and processes that are aimed at their empowerment (DSD, [sa]; Grobler et al., 2013:32, 43). In addition, the above authors add that victims should be actively involved in any or all stages of the intervention process within the criminal justice and associated systems, according to individual needs or desires.

.

d. Family-centred Approach

The National Policy Guidelines for Victim Empowerment (DSD, [sa]) states that victim empowerment interventions must be family-centred. The researcher is of the opinion that immediate or extended family members can act as a great social support network that the woman survivor can lean on during her journey to recovery. Therefore, the social worker should include family members or dependents of the primary victim during intervention, taking into account the needs and desires of the primary victim, since the self of the client is the core during service rendering (Grobler et al., 2013:15, 23, 26).

e. Accountability, effectiveness and efficiency

Service providers should be held accountable, as they intervene with victims and perpetrators of crime and violence. They should deliver well-integrated, efficient, and quality services that are appropriate to the service user (DSD, [sa]).

f. Restorative justice

Restorative justice focuses on victim empowerment. It provides opportunities for the service users to get mediation services, including dialogue, negotiation, and problem solving, which could lead to healing and a greater sense of safety. During the intervention process, the perpetrators are held accountable for their actions and encouraged to reconcile with the victim (DSD, [sa]).

e. Multi-disciplinary Approach

The victims of crime suffer diverse consequences that require various role players to render services in a multi-disciplinary manner. The services rendered need to be well-coordinated in terms of resource identification and allocation. Further reporting channels should be clear, including the monitoring process (DSD, [sa]).

5.2.5 Limitations of the discussed programmes

There are a number of limitations that have been observed from the programmes discussed above. There is a clear obligation on the State to provide sheltering services for victims of domestic violence. The same shelters also provide accommodation for women survivors of human trafficking. This gap weakens referral systems and contributes to fragmented responses to domestic violence by various service providers (Sipamla, 2012:9). This gap has a tremendous effect on service delivery to women survivors of human trafficking.

Shelters that render victim empowerment services to women rely heavily on social work services. However, it is not clear what other cadres of professionals, if any, are employed as part of a multi-disciplinary team to deal with domestic violence in terms of rendering psychosocial interventions. There is therefore a need to move away from an over-reliance on social workers and to move towards a more holistic response of providing psychosocial support to victims of domestic violence (Sipamla, 2012:9).

Another limitation is that the social workers teach the survivors specific techniques for managing intrusive memories, mood, anxiety, dissociation, and self-care (Cohen, 2013:161). The PCA advocates facilitation versus teaching, because the potentiality and capabilities of the survivors to develop their own techniques at their own pace becomes paramount during intervention process.

5.2.6 The contribution of the discussed programmes towards the proposed design and development of a HSWIP-WSHT

The researcher has observed that the programmes discussed above have relevant points that can be considered when designing and developing a **HSWIP-WSHT**. However, there are also a number of limitations that are obstacles to meeting the needs of the survivors. Due to the above limitations, the researcher strongly appreciates the need to design and develop a HSWIP-WSHT in South Africa to close the gap in social service delivery to the women survivors of human trafficking. It is against the above background that the researcher was compelled to research further on the needs of women survivors of human trafficking in South

Africa in order to design and develop a holistic social work intervention programme that would address the survivor's needs. Therefore, some parts of the above-mentioned programmes would be considered during the design and development of a holistic social work intervention programme for woman survivors of trafficking.

Therefore, the researcher would not reinvent the wheel when designing and developing a holistic social work intervention programme. Instead, she will meticulously transpose the ideas shared in the four mentioned programmes, as well as information gathered from a literature review and the qualitative and quantitative research process, into the intended programme design. The information that will be gathered during the qualitative research process will be thematically analysed and the outcome of the analysis will inform the formulation of the questionnaire. The questionnaire will be used during pre-test and post-test data gathering to explore the knowledge base of the respondents, namely the women survivors of human trafficking. The intended programme would specifically address the consequences, challenges, and needs experienced by women survivors of human trafficking in South Africa.

5.3   CHAPTER CONCLUSION

The programmes that have been narrated in this chapter were used as the foundation in the process of designing and developing a holistic social work intervention programme. In the next chapter, the researcher will discuss the research methodology relevant to this study. The research approach, type, and design are discussed in detail in relation to the challenges and needs experienced by women survivors of human trafficking.

CHAPTER SIX:

RESEARCH METHODOLOGY RELEVANT TO THIS STUDY

6.1 INTRODUCTION

This chapter focuses on the research methodology utilised in this study. The researcher employed intervention research methodology in the study to explore the consequences for and needs of women survivors of human trafficking. Therefore, in this chapter, four out of the six phases and activities in the D & D intervention research model were identified and contextualised and are discussed in detail. The researcher utilised exploratory research design to identify, select, and review either printed or electronic information. The qualitative research method was applied to analyse the collected data.

The data collected from books and journals were interpreted in order to generate meaning and gain deeper understanding of intervention research. The researcher also utilised both qualitative and quantitative research methods to collect data in line with Phase Three and Four of the D & D model.

6.1.1 Goal and objectives

6.1.1.1 Goal
The goal of this study was to design, develop, implement, and verify the feasibility of a HSWIP-WSHT in South Africa.

6.1.1.2 Objectives
The objectives of this study were as follows:

a. **Phase One: Qualitative Phase**
   - To identify and analyse the consequences experienced by women survivors of human trafficking globally, with specific reference to South Africa, through a literature study.

- To identify and explore any existing relevant intervention programmes for women survivors of human trafficking on a national and international level.

- To explore the perceptions of social workers and survivors about legislation that governs the rights of women survivors of human trafficking on a national and international level.

- To explore the intervention options available to social workers for addressing the needs of women survivors of human trafficking during the intervention process.

b. Phase Two: Quantitative Phase

- To design and develop a holistic social work intervention programme relevant to social workers in South Africa when dealing with the challenges and needs of women survivors of human trafficking, based on the feedback from the participants during the qualitative part of the study.

- To perform a pre-test measurement prior to commencement of the holistic social work intervention programme in dealing with the challenges and needs of women survivors of human trafficking by means of a questionnaire.

- To implement the holistic social work intervention programme by exposing the content of the programme to the women survivors of human trafficking.

- To perform a post-test measurement after the implementation of the holistic social work intervention programme by means of a questionnaire.

- To analyse the feasibility and effectiveness of the holistic social work intervention programme by comparing pre- and post-test results aimed at promoting the total well-being of the women survivors of human trafficking.

- To formulate recommendations regarding the development and implementation of the holistic social work intervention programme for women survivors of human trafficking.

6.1.2 Research Questions

The following research questions were formulated for the qualitative part of the study:

- What are the perceptions of professionals regarding the needs of women survivors of human trafficking?
- What are the experiences and needs of women survivors of human trafficking that have to be addressed during an intervention programme?
- What initiatives are undertaken by role players in South Africa in addressing the consequences experienced by women survivors of human trafficking?
- How will the designed and developed social work programme enhance quality service rendering and restore the worth and dignity of women survivors of human trafficking in South Africa?

6.1.3 Hypothesis of the Study

The hypothesis for the quantitative study was: A well-designed and developed social work intervention programme for women survivors of human trafficking in South Africa possibly will enhance their total well-being. Babbie and Mouton (2010:643) define a hypothesis as an expectation about the nature of things derived from a theory and a statement of something that should be observed in the real world if the theory is correct.

6.2 RESEARCH APPROACH

In this study the researcher focused on combining elements of both qualitative and quantitative research, called the mixed methods research approach. The qualitative and quantitative research approaches complement each other and the combination of these two approaches allows for a more complete and in-depth understanding and analysis of a complex research problem (Fouché & Delport, 2011:66; Bless et al., 2006:44). The core assumption of this form of inquiry is that the combination of qualitative and quantitative approaches provides a more complete understanding of the research problem than either approach alone

(Creswell, 2014:4). In this way, the researcher intended to design and develop a HSWIP-WSHT in South Africa.

6.2.1 Qualitative Research Approach

A qualitative research approach is a non-numerical examination and interpretation of observations for the purpose of discovering underlying meanings and patterns of relationships and it involves in-depth interviews in order to gain insight into the intended study topic (Babbie, 2010:394). By using a qualitative research approach, the researcher attempted to gain first-hand knowledge and a holistic understanding of the intended study by means of a flexible strategy or problem formulation and data collection method, which took shape as the investigation proceeded (Fouché & Delport, 2011:65). Fouché and De Vos (2011:91) indicate that a qualitative approach aims to answer questions that provide a more comprehensive understanding of social problems from an intensive study of a few people. Data were analysed by extracting themes or discovering patterns by looking at frequencies, magnitudes, structures, processes, causes, and consequences in the chosen research topic (Babbie, 2010:394).

6.2.2 Quantitative research approach

On the other hand, a quantitative research approach embodies a quantification process of converting data into a numerical format. This involves converting social science data into a machine-readable format that can be manipulated by computers for use in quantitative analysis. To conduct quantitative analysis, the researcher must often engage in a coding process after the data have been collected (Babbie, 2010:422).

In this study, the researcher was determined to use both the qualitative and quantitative approaches. In the instance of Phase One, during which the qualitative approach was utilised, the researcher derived themes and categories obtained from the interviews with the participants (social service providers and women survivors of human trafficking) and conclusions were drawn based on the analysis. During Phase Two, the researcher conducted a pilot test by quantifying

the data collected from the respondents, namely the women survivors of human trafficking. This was possible by using questionnaires before and after exposing the respondents to the proposed programme. The results of the pre-test and post-test of the quantitative study were then analysed and utilised to make recommendations.

6.2.3 Type of research

The study was applied research in nature with intervention research as a sub-type in order to design and develop a HSWIP-WSHT in South Africa. De Vos and Strydom (2011:475) define intervention research as studies carried out for the purpose of conceiving, creating, and testing innovative human services approaches aimed at preventing or ameliorating problems or maintaining quality of life.

There are two types of research, namely basic/pure research and applied research. Pure research in all scientific fields is justified in terms of gaining knowledge for knowledge's sake. At the same time, perhaps inspired by their subject matter, social scientists are committed to having what they learn make a difference; to seeing their knowledge of society put into action and focusing on making things better (Babbie, 2010:25-26). Basic research seeks empirical observation that can be used to formulate or refine theory and provides a foundation for knowledge and understanding (Fouché & De Vos, 2011:95).

On the other hand, applied research aims to solve specific policy problems or help practitioners accomplish tasks. Fouché and Delport (2011:94) qualify this by stating that applied research is a scientific planning of induced change in a troublesome situation. The Terminology Committee for Social Work (2004:4) agrees that applied research is directed to solve problems in social work. In this instance, the researcher deemed applied research suitable for the study. Therefore, she designed and developed a holistic social work intervention programme that deals with the consequences experienced by women survivors of human trafficking and addresses their needs holistically, as such a programme does not exist in South Africa currently. Bless et al. (2006:44) concur with the

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above notion when they state that applied research assists the community to overcome the problem or design intervention strategies which will help to solve the problem.

In the context of applied research, intervention research was applied in the study. The paradigm was considered appropriate, as the researcher aimed to understand the problem phenomenon and planned to develop a HSWIP-WSHT in South Africa (De Vos & Strydom, 2011:473).

Figure 6.1 depicts the three types of intervention research, which include intervention knowledge and development (KD), Knowledge utilisation (KU), and systematic intervention design and development (D & D).
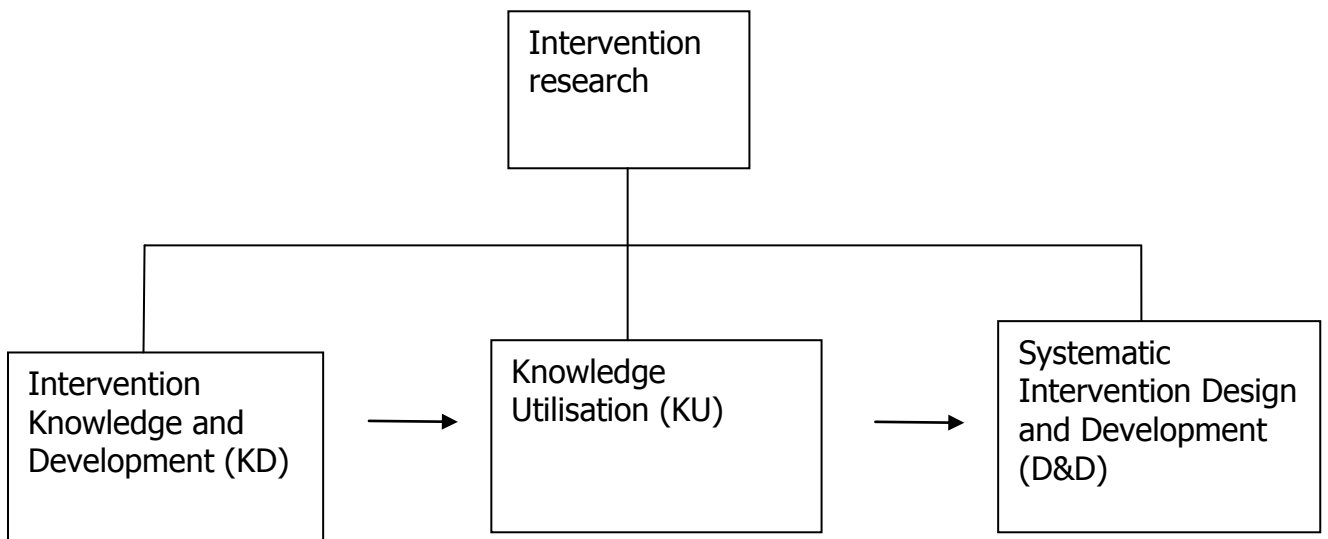
Figure 6.1: The three types of intervention research

Adapted from: De Vos and Strydom (2011:475) and Warria (2013:61)

Rothman and Thomas (1994:7) state that it is important to note that although there are critical differences in their objectives and methodologies, the above three research endeavours have a dual commonality in that they belong to the genre of applied research and have a specific mission. However, design and development are viewed within a social work problem solving process and seek to create effective intervention frameworks and helping tools with identified real life holistic challenges.

Therefore, in this study, the researcher systematically designed and developed a HSWIP-WSHT in South Africa. Richey and Klein (2007:1) maintain that a systematic design and development process ultimately aims at establishing an empirical basis for the creation of new strategies or enhanced models to alleviate problems. De Vos and Strydom (2011:476) add that intervention research is a phase model consisting of the following six phases:

1. Problem analysis and project planning
2. Information gathering and synthesis
3. Design
4. Early development and pilot testing
5. Evaluation and advanced development
6. Dissemination

For the purposes of this study, the researcher focused on the first four phases, as well as the activities of the design and development of intervention research. The outcome was a systematic holistic social work intervention programme that would be utilised by social workers during service rendering to women survivors of human trafficking in South Africa. Figure 6.2 to 6.5 illustrate the four mentioned phases.

6.2.3.1 *The process of intervention research and its application to women survivors of human trafficking*

The researcher summarised the steps of each phase of the framework of the D & D model as a guideline on how to approach the processes of data collection and analysis.

PHASE ONE: PROBLEM ANALYSIS AND PROJECT PLANNING

There are five steps that were implemented in this phase namely: identify and involve clients; gain entry and cooperation from settings; identify the concerns of the population; analyse the identified concerns or problems; and set goals and objectives (De Vos & Strydom, 2011:477; Du Preez & Roux, 2008:126).

1. Problem Analysis and Project Planning	→	• Identifying and involving the clients • Gaining entry and cooperation from settings • Identifying concerns of the population • Analysing the identified concerns or problems • Setting goals and objectives
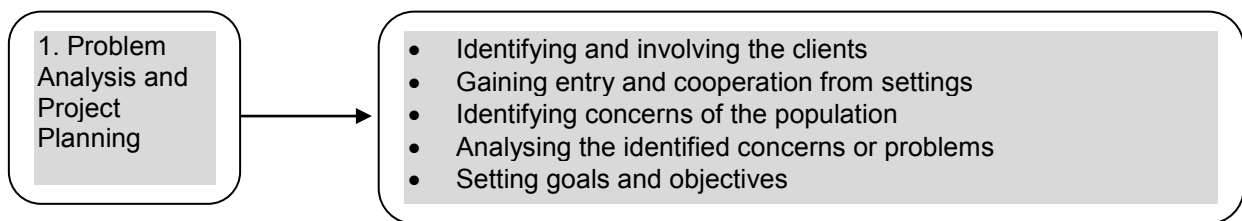
Figure 6.2: Phase One and its activities for the design and development of intervention research

Adapted from: Du Preez and Roux (2008:126) and Warria (2013:79)

- **Step 1: Identify and involve clients**

  The researcher focused on the target population of women survivors of human trafficking situated in the Gauteng Province. The researcher identified the perceptions, experiences, and knowledge level of women survivors of human trafficking on the phenomenon. The researcher further analysed the key challenges and needs of the women survivors of human trafficking. The researcher chose this topic because of her practical experience in observation and intervention, which she gained while working with women survivors of human trafficking at a shelter in Gauteng. After analysis of the identified problem, the researcher set measurable goals and objectives (De Vos & Strydom, 2011:478-479).

- **Step 2: Gain entry and cooperation from settings**

  The researcher gained entry and cooperation from the setting by liaising with the social workers and managers working in the selected shelters in the Gauteng Province (De Vos & Strydom, 2011:476). Written permission was secured from the relevant organisations and was attached to the proposal of this study.

- **Step 3: Identify the concerns of the population**

  Experience within practice equipped the researcher with the ability to assess the needs of the women survivors. Despite that, the researcher explored the participants' experiences and their real needs through reflection. This is the

reason why the researcher conducted in-depth, one-on-one, semi-structured interviews with the service providers and the women survivors in the first phase (qualitative), to really get to the core of their concerns, needs, and challenges (Van der Walt, 2014:215; Jansen van Rensburg, 2014:17).

- **Step 4: Analyse the identified concerns or problems**

  It is important to distinguish between the ideal and the actual conditions that define the problem (De Vos & Strydom, 2011:479). One may ask why the problem of trafficking in women still exists and why current interventions are not successful. Women survivors experience devastating conditions and in the meantime there is no formal holistic programme for social workers to utilise when they render services to these survivors.

- **Step 5: Set goals and objectives**

  The reader is referred to Section 6.1.1 for this step of Phase One.

PHASE TWO: INFORMATION GATHERING AND SYNTHESIS

This phase focused on gathering information on the problem being researched. The gathered information was synthesised and formed the content of the study as follows:
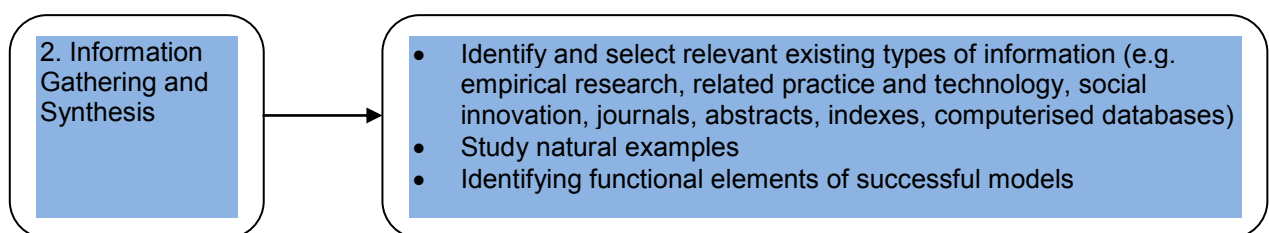
Figure 6.3: Phase Two and its activities for the design and development of intervention research

Adapted from: Du Preez and Roux (2008:126) and Warria (2013:79)

- **Step 1: Identify and select relevant existing types of information**

  During this phase, it is very important to conduct a literature review and consult with experts in the field of trafficking in women. Therefore, the researcher identified and selected existing types of information, such as empirical research, relevant practice, and social innovation. In the process of gathering data, the researcher utilised the library at the University of Pretoria to retrieve books, online journals, and eBooks with information relevant to a social work programme for women survivors of human trafficking (Du Preez & Roux, 2008:126).

- **Step 2: Studying natural examples or empirical research**

  The researcher further studied natural examples by observing and interacting with women survivors of human trafficking in order to understand their experiences. Consequently, the researcher conducted interviews with women who have experienced human trafficking in order to obtain insights into successful or unsuccessful intervention programmes (Van der Walt, 2014:215). The researcher further studied both successful and unsuccessful programmes and practices, which provided valuable information during the process of designing and developing the holistic social work intervention programme for women survivors of trafficking (De Vos & Strydom, 2011:481).

  The researcher further identified functional elements of successful models. After information was gathered, the researcher analysed the critical features of the programmes and practices that had similar elements in addressing the needs of the women survivors of human trafficking (Van der Walt, 2014:215). However, the researcher could not find programmes that had holistic elements to meet the needs of the survivors.

PHASE THREE: OUTLINE OF THE DESIGN

In Phase Three, the researcher designed the preliminary intervention programme, based on the empirical findings of the qualitative approach and literature review in the following manner:

| 3. Design | • Designing an observational system |
| | • Specifying the procedural elements of the intervention |
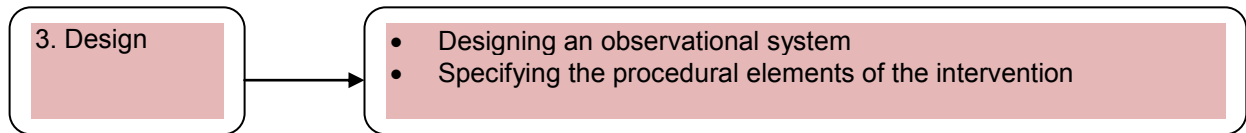
Figure 6.4: Phase Three and its activities for the design and development of intervention research

Adapted from: Du Preez and Roux (2008:126) and Warria (2013:79)

- **Step 1: Designing an observational system**

  The researcher formulated an initial intervention programme as an observational system that was tested with the women survivors of human trafficking to determine its effectiveness in addressing their needs to promote their total well-being (Du Preez & Roux, 2008:126). The designed programme served as a tool for understanding the challenges and needs of the women survivors of human trafficking residing in shelters in the Gauteng Province (Van der Walt, 2014:216). Through generating, selecting, and assembling various alternatives from the sourced information, the collected data pertaining to the research problem were analysed and synthesised (Du Preez & Roux, 2008:126). This served as a feedback system for refining the early development of the holistic social work intervention programme.

- **Step 2: Specifying procedural elements of the intervention**

  The researcher also identified the procedural elements for use in the intervention that included the use of information gathered by means of an exploration of the survivors' experiences. In this step, women survivors of human trafficking were encouraged to explore and reflect on their feelings, thoughts, opinions, and values (Du Preez & Roux, 2008:126; Van der Walt, 2014:216).

PHASE FOUR: EARLY DEVELOPMENT AND PILOT TESTING

In this phase, the researcher implemented the designed holistic social work intervention programme on a trial basis (Rothman & Thomas, 1994:28). The pilot testing phase included the important operations of developing a preliminary

intervention and applying design criteria to the preliminary intervention concept to determine the feasibility of the intervention (De Vos & Strydom, 2011:483). Furthermore, pilot testing determines the effectiveness of the intervention and identifies elements of the preliminary intervention that may need to be revised (Rothman & Thomas, 1994:28). The following steps were followed in this phase:

4. Early Development and Pilot Testing	- Developing a prototype or preliminary intervention or plan for trial use in a pilot test - Conducting a pilot test - Applying design criteria to the preliminary intervention concept
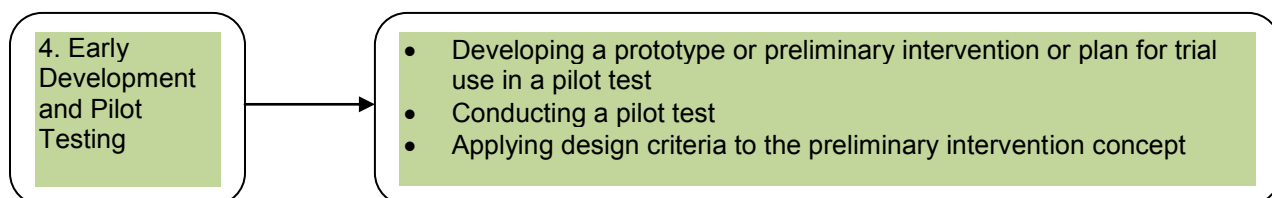
Figure 6.5: Phase Four and its activities for the design and development of intervention research

Adapted from: Du Preez and Roux (2008:126) and Warria (2013:79)

- **Step 1: Developing a preliminary intervention or plan for trial use in a pilot test**

  The researcher developed a HSWIP-WSHT. To achieve this, she developed a plan for trial use in a pilot test by synthesising her knowledge gained from the literature review, input from the women survivors, experts in the field, as well as data collected from the qualitative part of the study. The researcher also formulated a draft questionnaire that was given to the women survivors before and after the implementation of the programme (Du Preez & Roux, 2008:126; Van der Walt, 2014:218).

- **Step 2: Conducting a pilot test**

  The researcher then conducted a pilot test by administering a questionnaire to nine women survivors of human trafficking residing at Mercy House and Eldorado Park Women's Forum (EPWF) in the Gauteng Province. The pilot test was conducted by means of administering a questionnaire to one group pre-test and post-test. In this phase of the study, the literature review continued and it was critical for the researcher to continue orienting herself in the field of study (Du Preez & Roux, 2008:126). The researcher analysed the pre-test and post-test data using a tabular format and narration. Thereafter,

relevant recommendations were formulated for further research from phase five and six on refinement, advanced implementation, and dissemination of the holistic social work intervention programme (Van der Walt, 2014:218; De Vos & Strydom, 2011:483).

- **Step 3: Applying the design criteria to the preliminary intervention concept**

  The researcher applied the design criteria to the preliminary intervention by developing the holistic social work intervention programme. The researcher further designed a relevant questionnaire that portrayed the feasibility of the intervention (De Vos & Strydom, 2011:484). The developed programme proved to be user-friendly and it was further recommended as an important tool for social workers working in various settings that render services to women survivors of trafficking (Van der Walt, 2014:218).

  Figure 6.6 below summarises this research study. Phase One of the study focused on qualitative data collection whereby the researcher conducted semi-structured interviews with both practitioners and women survivors of human trafficking. The researcher aimed to understand the experiences, beliefs, knowledge level, needs, and perceptions of the participants. The researcher then used the analysed data to design and develop a holistic social work intervention programme. In Phase Two, quantitative data collection was conducted through the administration of a one-group, pre-test and post-test questionnaire to the women survivors of human trafficking. Thereafter, the researcher formulated recommendations for advanced development.

6.2.3.2   Mixed methods research summary

The mixed methods research approach will be summarised in the integrated design flow chart in Figure 6.6.
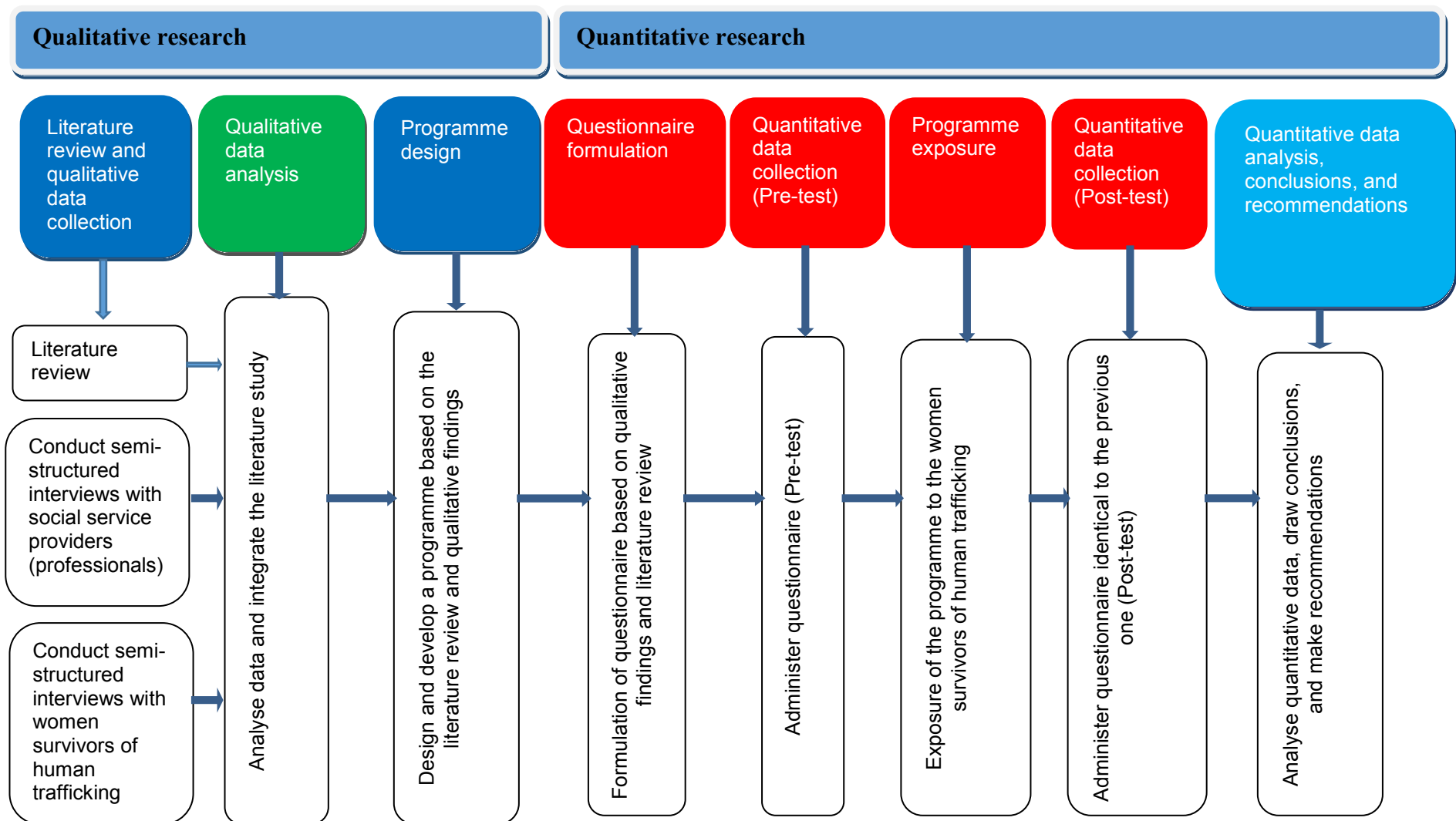
Figure 6.6: Mixed methods integrated flow chart

6.3 RESEARCH DESIGN

Fouché, Delport and De Vos (2011:143) define research design as a process of focusing your perspective for the purposes of a particular study. Several authors (Fouché & Schurink, 2011:307; Delport & Fouché, 2011:440) maintain that a research design refers to all the decisions a researcher makes in planning the study and it can be qualitative, quantitative, or mixed methods in nature. Babbie (2010:91) defines a research design as an ultimate plan of scientific inquiry to determine what the researcher is going to observe and analyse.

Bless et al. (2006:71) define a research design as a specification of the most adequate operations to be performed in order to test a specific hypothesis under the given conditions. The Terminology Committee for Social Work (2004:53) defines a research design as the plan of a research project through which data are gathered in order to investigate the hypothesis or to realise the goal.

In this study, the researcher focused on exploratory mixed methods as a twofold design, also known as triangulation or convergent parallel design. Mixed methods research was deemed suitable, because the researcher wanted to develop a more complete understanding of the needs of and consequences experienced by women survivors of human trafficking (Creswell & Plano Clark, 2011:71). Therefore, it is imperative to define mixed methods research as a procedure for collecting, analysing, and mixing both qualitative and quantitative data at some stage of the research process within a single study, in order to understand a research problem more completely. The researcher utilised this approach, as it allowed her to collect both text information and numeric information. Therefore, during the investigation, the researcher integrated quantitative and qualitative data collection and analysis into a single study or programme of inquiry (Creswell, 2014:14). The scientific value of mixed methods research includes strengths that offset the weaknesses of both qualitative and quantitative research. The use of multiple worldviews or paradigms provided better and stronger inferences in the study (Delport & Fouché, 2011:433).

The rationale for choosing an exploratory mixed methods research design was developmental in nature. The findings from one method helped to inform the expansion of the other (Delport & Fouché, 2011:446). The mixed methods research design supported the researcher to explore the consequences experienced by women survivors of human trafficking and devise an in-depth solution. The researcher collected data by using both the qualitative and quantitative designs. The collected data from qualitative themes were analysed and the results guided the researcher to a subsequent quantitative examination by designing and developing a HSWIP-WSHT in South Africa.

The researcher used the steps as indicated by Ivankova, Creswell and Plano Clark (2007:265) as follows:

- qualitative data collection and analysis;
- design and develop a plan for trial use in a pilot test;
- quantitative data collection and analysis; and
- interpretation of how qualitative results build on the quantitative results.

6.3.1   Qualitative Research Design (Phase One)

A qualitative research design was used, as it is concerned with understanding rather than explaining, with naturalistic observation rather than controlled measurement, and with the subjective exploration of reality from the perspective of an insider as opposed to that of an outsider predominant in the quantitative paradigm (Fouché & Schurink, 2011:308). The emphasis in this study was on conducting a detailed examination of the consequences and needs of women survivors of human trafficking through a critical social science, nonlinear research path (Neuman, 2012:88). since a qualitative research design is primarily interested in the meaning subjects give to their life experiences, a collective case study was used to immerse the researcher in the activities of participants, and to obtain patterns in their lives, words, and actions in the context of the case as a whole (Fouché & Schurink, 2011:320). A collective case study design refers to a qualitative design that furthers the understanding of the researcher about a social issue or population being studied (Fouché & Schurink, 2011:322). When the

interviews with participants were conducted, the aim was to understand their experiential world in totality and to see it from their perspective.

To reach the goal of this study, the researcher explored the women survivors' experiences by identifying qualitative themes through detailed and in-depth data collection methods by using semi-structured, one-on-one interviews based on an interview schedule (Delport & Fouché, 2011:441). This method allowed all the participants during the qualitative part of the study to share more closely in the direction the interview took and allowed the participants to introduce issues the researcher might not have thought about (Greeff, 2011:352). Furthermore, a theoretical exploration of the relevant legislation regarding the rights of women survivors of human trafficking at a national and international level was also done. In addition, the researcher explored the perceptions and knowledge of the social workers regarding the needs of women survivors of human trafficking during the intervention process. Semi-structured interviews were conducted with the service providers, as well as with the survivors of human trafficking, as part of the qualitative study in order to understand their views on the traumatic experiences and challenges of human trafficking. Finally, the researcher used the findings of qualitative data to design, develop, and conduct a pilot test of a holistic social work intervention programme which is intended to be utilised by social workers when rendering services to women survivors of human trafficking in South Africa.

6.3.2   Quantitative Research Design (Phase Two)

Quantitative research designs include experiments, surveys, and content analysis (Fouché et al., 2011:142). To obtain appropriate data for investigating the hypothesis of this study, the researcher chose to use experimental designs classified as pre-experimental designs. The appropriate pre-experimental design which was used in this study was a one-group pre-test, post-test design and was administered to nine respondents. Welman, Kruger and Mitchell (2011:108) refer to it as a pre-measurement and post-measurement single-group design. Such designs are used when resources do not permit the development of true experimental designs and they are also helpful for forming tentative hypotheses that should be followed up with more controlled studies (Fouché et al., 2011:145).

The objective was to ascribe differences between the pre- and post-measurement to the experimental intervention.

In this study, the researcher explored and measured the experiences, perceptions, and knowledge of the respondents regarding the consequences and needs of women survivors of human trafficking. The researcher first measured by means of a questionnaire (pre-test) the dependent variable (consequences and needs of the respondents) before implementing the programme. Thereafter, the respondents were exposed to the developed holistic social work intervention programme through reflecting on and exploring their feelings, thoughts, and views on their needs and the consequences of their ordeal. Then, a questionnaire identical the one used during the pre-test was utilised as part of the post-test, to measure any differences due to their exposure to the programme in order to establish the feasibility of the holistic social work intervention programme. The researcher analysed the obtained data from the pre-test and post-test results and used the results to make recommendations for future studies.

The researcher is aware that the design was not characterised by a control group and this constituted a limitation of the study (Rubin & Babbie, 2013:185). The researcher acknowledges that without the control group, the ability of the researcher to uncover the causal nature of the relationship between independent and dependent variables is greatly reduced, if not entirely eliminated (Fouché et al., 2011:145).

The researcher ultimately converged the findings of both the qualitative and quantitative parts of the study. The researcher also integrated the EST and PCA as the theoretical frameworks to design and develop an intervention programme. Fraser and Galinsky (2010:459) illuminate that intervention research is the systematic study of purposive change strategies, characterised by both the design and the development of an intervention.

6.4 RESEARCH METHODS

The specific methods that were used to select the research respondents and data gathering methods will be discussed in this section.

6.4.1 Study population and sampling

Population refers to the totality of persons, events, organisational units, or case records with which the research problem is concerned. It refers to individuals in the universe who possess specific characteristics in which the researcher is interested (McBurney & White, 2010:258).

On the other hand, Bless et al. (2006:99) define a sample as a subset of the whole population which is actually investigated by the researcher and whose characteristics will be generalised to the entire population. Strydom (2011b:224) and Gravetter and Forzano (2012:138-140) maintain that a sample is a subset of measurements drawn from a population in which the researcher is interested or a small portion of the total set of objects, events, or persons from which a representative selection is made.

6.4.1.1 *Qualitative study population and sampling (Phase One)*

The population of the research study included social service providers working in residential facilities that are rendering services to women survivors of trafficking in Gauteng Province. The organisations that were approached to gather information through semi-structured interviews are Beth Shan Centre: The Salvation Army (TSA), Mali Martin Polokegong Centre (MMPC), Mercy House, EWF, and The Potter's House (TPH). The researcher further approached women survivors of human trafficking residing at three shelters in Gauteng Province, namely MMPC, TPH and Beth Shan Centre TSA, and explored their experiences and needs by conducting semi-structured interviews. The most appropriate technique for this qualitative study was the non-probability, purposive, and snowball-sampling methods, as cases were selected randomly based on the experiences or knowledge of the participants. Furthermore, the selection of participants also relied solely on the researcher's judgment (Strydom, 2011b:232). This approach allowed

an in-depth investigation that was based on the saturation point of qualitative information. Thereafter, the researcher designed and developed a HSWIP-WSHT in South Africa (Strydom & Delport, 2011:392). The selected participants possessed certain characteristics that are of interest to this study and are outlined as follows:

- Social service providers rendering services to women survivors of human trafficking, namely social workers, social auxiliary workers, housemothers, outreach workers, and spiritual leaders. All participants were fluent in English.
- Social service providers employed within the selected organisations for at least 12 months.
- Social service providers that have at least 12 months experience in the field working directly with survivors of human trafficking.

Furthermore, the researcher conducted semi-structured, one-on-one interviews with women survivors of human trafficking who are living in one of the three selected shelters as mentioned above with the following characteristics:

- Women survivors of human trafficking who have been in one of the selected residential facilities for no less than two weeks.
- Women who have been receiving therapy for at least two weeks.
- Women survivors of human trafficking of any nationality living in one of the selected facilities. Interpreters were used for those who could not speak English.
- Women survivors of human trafficking who were 18 years or older at the time of the study.
- Women survivors of human trafficking who consented to voluntarily participate in the study.

6.4.1.2 *Quantitative study population and sampling (Phase Two)*
Regarding the quantitative part of the study, questionnaires were utilised to gather data from women survivors of human trafficking. The population in the study were

women survivors of human trafficking residing in selected shelters in Gauteng (excluding the organisations that form part of the qualitative part). However, the probability stratified randomised sampling procedure was the most applicable method for the selection of the respondents in the case of the quantitative study. The probability or random sample is one in which each element in the population has the same known probability to be representatively selected, which permits the researcher to compute an estimate of the accuracy of the sample before the study is done (Strydom, 2011b:228). Strydom (2011b:223) indicates that sampling refers to elements of the population considered for actual inclusion in the study. It can be viewed as a subject of measurements drawn from a population in which one is interested. In this study, women survivors of human trafficking residing in the selected shelters that render victim empowerment services in Gauteng Province were considered as strata (Strydom, 2011b:230). Furthermore, the researcher used the whole population of the women survivors found in Mercy House and EWF as respondents for this study, as they all matched the criteria of the study (Strydom, 2011b:228). Therefore, nine respondents completed a one-group, pre-test programme exposure and post-test process by means of a questionnaire. The researcher used known information obtained from the social workers working in the field of human trafficking about the survivors prior to sampling. The process made the sampling process of determining which respondents had the desired characteristics more efficient. The following were the required characteristics of the respondents:

- Women survivors of human trafficking, specifically those who have been residing in shelters in Gauteng Province for at least two weeks.
- Women survivors of human trafficking who have been receiving services to improve their well-being from diverse institutions in Gauteng Province for at least two weeks.
- All women survivors of human trafficking regardless of their nationality (interpreters were used for those who could not speak English).
- Women survivors of human trafficking who were 18 years or older at the time of the study.

- Women survivors of human trafficking who gave consent to voluntarily participate in the study.

6.5 METHOD OF DATA COLLECTION

The researcher focused on how data collection methods were conducted for both the qualitative and quantitative phase. The data collection methods pertain to the instruments and procedures to be used in collecting information (Punch, 2006:53). Furthermore, data consist of measurements collected as a result of scientific observation (Bless et al., 2006:111). The qualitative data collection method will be discussed first and will be followed by the quantitative data collection method.

6.5.1 Qualitative Data Collection Method (Phase One)

The first phase of the study was qualitative in nature and one-on-one interviews were used as data collection method with participants, namely social service providers and women survivors of human trafficking (Greeff, 2011:351). The researcher used semi-structured interviews, which Babbie (2010:318) regards as an interaction between an interviewer and a participant in which the interviewer has a general plan of inquiry, including the topics to be covered, but not a set of questions. Firstly, the researcher interviewed the women survivors of human trafficking as participants in the qualitative phase. The semi-structured interviews allowed the researcher to get a detailed picture of participants' beliefs, perceptions, or accounts of the needs of and consequences experienced by the women survivors of human trafficking in South Africa. Secondly, the researcher interviewed the social workers, social auxiliary workers, housemothers, and outreach workers as social service providers in the designated shelters by using semi-structured interviews. The researcher explored the participants' views regarding their understanding of the experiences of women survivors of human trafficking and their needs. In addition, their understanding of the relevant legislation regarding the rights of women survivors of human trafficking at a national and international level was explored. Furthermore, the researcher explored the way the social service providers currently address the needs of women survivors of human trafficking during the intervention process.

The researcher planned to conduct one-on-one interviews with the selected social service providers and women survivors in Gauteng Province. Greeff (2011:346, 355) indicates that some of the challenges of interviewing could be interruptions, competing distractions, missing non-verbal cues, impersonality, revealing the researcher's own response, and superficial interviews (the researcher dealt with these challenges by preparing the participants prior to the interview, clarifying expectations).

The researcher achieved the above by developing a semi-structured interview schedule that was used to conduct interviews to gather data from participants being accommodated in the different shelters in Gauteng Province, South Africa. Even though the researcher had limited control of the setting where interviews took place to ensure privacy and no interruptions, she made an effort to arrange an appropriate setting with the participants. The semi-structured interview schedule was divided into two sections. The first one addressed the demographical information of the participants and the second part investigated the participants' views on the experiences and needs of women survivors of human trafficking and the views of service providers in rendering services for women survivors of human trafficking in Gauteng Province, South Africa. Babbie (2010:22) adds that interviewing needs to be an integral part of the entire field research process. The following are the ethical issues that the researcher was mindful of in order to complete the interviewing process (Kvale, 2007:24):

- Thematising: The researcher's role was clarified, as well as the purpose of the interviews and the concepts to be explored. At this stage, the researcher formulated the purpose of the investigation and described the concept of the topic to be investigated before the interviews started.

- Designing: Ethical issues of design involved obtaining the respondents' informed consent to participate in the study, securing confidentiality, and considering the possible consequences of the study for the respondents.

- Interviewing: the researcher conducted actual interviews. The interviews were conducted based on an interview guide/schedule with a reflective approach to the knowledge sought.

- Transcribing: a written text of the interviews was created. The researcher prepared the interview material for analysis, which included a transcription from oral speech to written text.

- Analysing: the researcher determined the meaning of the gathered materials in relation to the purpose of the study, which was to design and develop a holistic social work intervention programme. At this stage, the researcher decided that qualitative data analysis methods were appropriate for the study.

- Verifying: The researcher ascertained the generalisability of the interview findings.

- Reporting: The researcher communicated the findings of the study and the methods applied in Chapter Ten.

An interview schedule was developed to provide the researcher with a set of predetermined questions and themes to be used as an instrument to engage the participants and navigate the narrative terrain (Monette, Sullivan & DeJong, 2011:224). The researcher covered the following themes in the interview schedule during the qualitative empirical study:

- Understanding of the needs of and consequences experienced by women survivors of human trafficking.
- Perceptions regarding the importance of the Human Trafficking Act 7 of 2013 in protecting women's rights.
- Perceptions regarding aspects to be taken into consideration when working with women survivors of human trafficking.

- Initiatives undertaken by professional role players in South Africa in addressing the needs of and consequences experienced by women survivors of human trafficking.

- Professional views regarding the lack of an appropriately designed and developed social work programme to use as a guideline when working with women survivors of human trafficking.

- The way the existence of the designed and developed social work programme for practitioners can contribute to the well-being of women survivors of human trafficking.

- The way the designed and developed social work programme can improve social well-being by ensuring that the needs of women survivors of human trafficking are taken into consideration.

6.5.2   Quantitative Data Collection Method

The second phase of the study was the quantitative data collection process, which often employs measuring instruments. In social and human science, measuring instruments refer to instruments such as structured observation schedules, structured interviewing schedules, questionnaires, checklists, indexes, and scales (Delport & Roestenburg, 2011:171). The primary goal of this research was to carry out an explorative study on the consequences experienced by women survivors of human trafficking and their needs. Based on results from qualitative data collection, the researcher designed and developed a holistic social work intervention programme.

Therefore, in the study, the researcher constructed questionnaires containing a number of questions in order to determine the extent to which respondents, namely the women survivors of human trafficking, perceive the consequences of human trafficking in their lives. The questionnaires were administered face to face on the day of pilot testing (pre-test and post-test). This enabled the researcher to obtain facts and opinions about the changes that took place in the variables as a result of the intervention programme. The researcher specifically obtained information from the respondents on the extent to which the developed programme would minimise the impact of the trauma experienced and improve

their coping strategies to enhance resilience and social well-being or promote quality of life (Delport & Roestenburg, 2011:186-189).

Furthermore, the researcher looked at the validity of the questionnaire as a measuring instrument in data collection. This was achieved by capitalising on the truthfulness, accuracy, authenticity, genuineness, and soundness of the measuring instrument in the process of gathering information from the women survivors of human trafficking in Gauteng. Validity is defined as the extent to which the instrument (questionnaire) measures what it is supposed to measure (Delport & Roestenburg, 2011:172-173). The findings assisted in drawing the conclusions and recommendations about the designed and developed HSWIP-WSHT in South Africa.

6.6 METHODS OF DATA ANALYSIS

Data analysis is the process of bringing order, structure, and meaning to the mass of collected data (Schurink, Fouché & De Vos, 2011:397). The researcher will utilise both qualitative and quantitative data analysis.

6.6.1 Qualitative data analysis (Phase One)

Babbie (2010:394) regards qualitative data analysis as the non-numerical examination and interpretation of observations for the purpose of discovering underlying meanings and patterns in relationships. Creswell (2007:148) states that data analysis in qualitative research consists of preparing and organising the data. For example, in this research, text data were prepared and organised into transcripts for analysis. Thereafter, the data were reduced into themes through a process of coding and condensing the codes. Qualitative data analysis in the study transformed data into findings by reducing the volume of raw information, sifting significance from trivia, identifying significant patterns, and constructing a framework for communicating the essence of what the data revealed (Schurink et al., 2011:397).

The researcher sought general statements about relationships among categories of data and attached meaning to the collective case study research design as discussed under qualitative research design (see Section 8.1). The analysed themes and categories enabled the researcher to design and develop a HSWIP-WSHT in South Africa.

After each interview, the researcher sufficiently and appropriately analysed the data in order to reach the goal of the research study. The data were reduced to an intelligible and interpretable form so that the relationships between the research problems were studied and tested, and conclusions drawn.

The process of qualitative data collection, analysis, and report writing are not distinct steps in the process; they are interrelated and often go on simultaneously in a research project, giving a researcher an opportunity to learn by doing the actual data analysis (Creswell, 2007:150; Creswell, 2014:197-200). The researcher acknowledges that the above was achieved by the use of Creswell's qualitative data analysis spiral, which focuses on the following steps (Schurink et al., 2011:403-418):

- **Step 1: Planning for recording –** the researcher did a systematic transcribing and recording of the data collected during one-on-one interviews with participants. The researcher utilised both audio recorders and hand-written notes with the participants' consent.

- **Step 2: Data collection and preliminary analysis –** the researcher did ongoing data analysis by scanning the transcribed data, typing up the field notes, sorting the data, and arranging it into different categories and themes. Data collection and analysis were conducted hand-in-hand, which helped to build a coherent interpretation of the data.

- **Step 3: Managing or organising the data –** in this step, the data were managed and organised in a narrative format, as well as audio recorded. Thereafter, the researcher converted the files into appropriate text units like words and sentences for analysis by hand and computer.

- **Step 4: Reading and writing memos –**The researcher read each transcript in its entirety several times and immersed herself in the details, trying to get a sense of the interview as a whole, and then broke it into its different parts.

- **Step 5: Generating categories, themes, and patterns –** the researcher intellectually identified salient themes and recurring ideas that linked the participants together. Winnowing of the collected data was done and it was reduced to small and manageable sets of themes that were written into a final narrative.

- **Step 6: Coding the data –** The researcher developed themes and provided an interpretation in light of the perspectives from the literature study.

- **Step 7: Testing the emergent understandings – it was important and central for the researcher to evaluate data for usefulness** during this step. The researcher determined how useful the data were in illuminating the issues being explored and how central the data were to the stories that were unfolding about the consequences and needs of the women survivors of human trafficking.

- **Step 8: Searching for alternative explanations –** during this step the researcher analysed the discovered categories and themes in the collected data. During the analysis process, the researcher focused on identifying, describing, and demonstrating why the explanation offered was the most feasible of all.

- **Step 9: Writing the report –**The researcher presented the analysed data in the form of written descriptions in Chapter Seven.

In addtion, the researcher utilised the principles of intervention research, which entail carrying out studies for the purpose of conceiving, creating, and testing innovative human service approaches to prevent or improve problems or to maintain quality of life (De Vos & Strydom, 2011:275). The researcher further

followed the framework of the design and development module (Rothman & Thomas, 1994:12) as guideline on how to approach the processes of data collection and analysis. The researcher focused on the first four phases of intervention research, as indicated in Figure 2.9. Recommendations to implement the last two phases of the model are formulated in Chapter Ten of this study.

6.6.2 Data verification and validation

The researcher also focused on issues of trustworthiness, conformability, transferability, and credibility. Thomas and Magilvy (2011:151) indicate that data verification helps researchers to ensure the trustworthiness of the findings and establish trust or confidence in the findings of the study.
The researcher verified data as follows:

- Trustworthiness: In order to ensure the trustworthiness of the proposed study, the researcher focused on clarifying the bias of the researcher (Creswell, 2013a:216). The semi-structured interview schedule was developed and tested during the pilot study before utilising it. Constructs were carefully conceptualised and were clear and unambiguous (Neuman, 2011:209).

- Confirmability: Kumar (2011:185) refers to confirmability as the degree to which the findings could be confirmed by others. The researcher accomplished member checking by soliciting information from participants about their perceptions on the consequences and needs of women survivors of human trafficking. This was done in relation to the data analysis, the researcher's interpretation of the analysed data, and the conclusions that were formulated (Best, 2012:111). The researcher understands the importance of a secondary confirmation of the findings of the research study. Therefore, peer review was crucial and the researcher participated in postgraduate supervision workshops and interacted with postgraduate colleagues who are familiar with the research in order to adhere to confirmability. Most importantly, the researcher had frequent consultations with the supervisor for support and guidance (Schurink et al., 2011:421). In

addition, it is imperative to acknowledge that the researcher has professional experience in working with women survivors of different forms of abuse, including human trafficking. This background could not be separated from how it informed the interpretation of the data and, ultimately, what was gained from the study (Creswell, 2013b:47).

- Transferability: Transferability refers to the extent to which findings can be applied from a specific situation to another context or to other respondents (Schurink et al., 2011:420). The researcher provided comprehensive and thorough information regarding the description of the research context. This entailed that the observed transactions and processes, and the in-depth discussion of the findings and themes were used as mechanisms to ensure the transferability of data to another context.

- Credibility: Credibility is an alternative to internal validity, in which the goal is to demonstrate that the study was conducted in a manner that ensures that the participants were accurately identified and described (Schurink et al., 2011:420). The researcher enhanced data credibility through repeated interviews until data saturation occurred (Creswell, 2014:189). Furthermore, the researcher read and re-read the interview transcripts in order to capture accurate descriptions and concerns from the participants.

6.6.3 Quantitative data analysis (Phase Two)

The quantitative data analysis phase is regarded as the techniques by which researchers convert data to a numerical form and subject it to statistical analysis. Statistical analysis is viewed as procedures for assembling, classifying, tabulating, and summarising numerical data to obtain meaning or information (Strydom, 2011b:228). Quantitative data can be analysed either manually or by sophisticated technologies (Fouché & Bartley, 2011:249). A computer programme with Excel was used to analyse data from the series of questions (Babbie, 2012:414). After the data were captured, the researcher had to verify that all the data had been captured accurately. The strategies utilised are discussed in the following sub-sections.

6.6.3.1　The scoring of the responses or questions

The researcher used a codebook and memorandum to score the responses from the respondents. The codebook and memorandum describe the coding procedure, and the memorandum guided the researcher on how to score responses (Schurink et al., 2011:252). The scoring made it possible to assess whether the level of knowledge decreased or increased in the pre-test and post-test sections of the implementation of the preliminary intervention programme. This process made it possible to gauge whether the respondents had knowledge prior to the intervention, as well the knowledge gained after the intervention. Therefore, this process was appropriate, as it ensured the accurate and consistent marking of the responses.

6.6.3.2　The process of data analysis using descriptive statistics

The descriptive and inferential statistics were utilised in the present study to merge and analyse the pre-test and post-test scores of the women survivors of human trafficking. The inferential statistics are used to test hypotheses, and for testing whether the descriptive results were likely to be due to random factors or real relationships (Leedy & Ormrod, 2013:277). The researcher used a dependent t-test in this study. The dependent t-test is usually utilised when there are two experimental conditions, pre- and post-test, where the same participants took part in both conditions of the experiment (Field, 2009:364). The dependent t-test is a parametric test, normally showing the difference between pre- and post-test scores (Kim, 2015:540). Therefore, the study meets the criteria of the dependent t-test, as the pre-test and post-test of the preliminary intervention were administered to the same group of women survivors of human trafficking. Data were then presented in univariate tabular format.

6.6.4　Validity and reliability

Validity and reliability are two of the most fundamental concepts related to quantitative measuring instruments (Delport & Roestenburg, 2011:172). Initially, the assistance of an experienced researcher was needed to assess the content and face validity of the series of questions. Therefore, the researcher attended training conducted by statisticians on quantitative data analysis and gained

knowledge that helped during the measurement of the criterion and construct validity. However, when conducting a one-group pre-test post-test design, the researcher should recognise internal threats such as history, maturation, testing, instrumentation, regression to mean, and interactions of other threats (Marlow, 2011:93). Therefore, to ensure the external validity of data, the researcher ensured that during pilot testing the respondents completed the same pre- and post-test questionnaires (Leedy & Ormrod, 2013:101).

Secondly, the reliability of the measuring instrument was tested by developing drafts or preliminary versions. These instruments were tested during the pilot study before applying the final version in a hypothesis-testing situation. Reliability refers to a measuring instrument's ability to yield consistent numerical results each time it is applied without fluctuation, unless there are variations in the variable being measured (Delport & Roestenburg, 2011:177). Therefore, pilot testing was conducted where the respondents completed the same questionnaire and yielded the same results. The researcher implemented the following procedures to improve the reliability or dependability of the measuring instrument:

- All constructs were clearly conceptualised by ensuring that each measurement in the questionnaire only focused on a single concept.
- A precise level of measurement was used when asking women survivors of human trafficking to indicate to what extent they agree or disagree whether the designed and developed social work programme would improve their well-being.
- The researcher considered utilising multiple indicators. She developed more than one question in the questionnaire to measure each aspect of a variable.
- The researcher made use of a pilot test. She did not find any existing questionnaire on designing and developing a HSWIP-WSHT after conducting a thorough literature review. Therefore, in this study, there was a need to develop a questionnaire, which was then used pre-test and post-test with women survivors of human trafficking residing in the identified care facilities in Gauteng. The selected respondents met the criteria of the study. The same sampling method outlined under research methodology was utilised to select the respondents (Neuman, 2012:121).

The researcher grouped the questions in the questionnaire into different themes in a logical manner (Best, 2012:256). This included the following:

- Biographical details of the women survivors of trafficking.
- Perceptions on trauma caused by being trafficked.
- The consequences experienced by the survivors.
- Services received.
- Needs of the women survivors to enhance their well-being
- Proposals for designing and developing a holistic social work intervention programme for the survivors.

6.7   PILOT STUDY

A pilot study was important to both the quantitative and qualitative paradigm of research and the difference was taken into consideration in this study (Strydom, 2011c:237). A pilot study is defined as a small study conducted prior to a larger piece of research to determine whether the methodology, sampling instruments, and analysis are adequate or appropriate (Strydom, 2011c:236-237; Bless et al., 2006:184). Therefore, a pilot study was a prerequisite for the successful execution and completion of this research project, as it attempted to expand the researcher's knowledge about the interventions used and the effects on the respondents.

In this study, a pilot study allowed the researcher to identify any difficulties with the method or materials and to investigate the accuracy and appropriateness of the data gathering instruments (Bless et al., 2006:60; *New Dictionary of Social Work*, 2004:45).

6.7.1   Qualitative pilot study (Phase One)

For the qualitative study, the researcher pre-tested the semi-structured interview schedule with three participants who meet the criteria of the study (Strydom, 2011c:237). Two of the participants were social service providers from a shelter that renders services to women survivors of human trafficking and the remaining one was a woman survivor of human trafficking. They were both exposed to a

similar situation and the exact same procedures that were planned for the main investigation in order to test and modify the interview schedule. The participants in the pilot study did not form part of the main study (Strydom, 2011c:238). The semi-structured, one-on-one interviews were conducted to gain detailed and in-depth information from the participants. Feedback from the pilot study allowed the researcher to refine, modify, and improve shortcomings in the data collection instrument, as well as provide feedback on the feasibility of the execution of the study as a whole.

6.7.2   Quantitative pilot study (Phase Two)

For the quantitative phase, the developed questionnaire was tested for its appropriateness in obtaining the required data. No unforeseen problems were identified in the survey during the course of the data collection process (Strydom, 2011c:239).

The quantitative pilot study involved testing an entire series of questions with respondents drawn from the population the researcher is interested in (Best, 2012:252). In this instance the group-administered questionnaire for the quantitative data collection procedure was pre-tested and post-tested with women survivors of human trafficking from the Gauteng Province. All the respondents for the pilot study were selected based on the same criteria as stipulated for the research study.

6.8   ETHICAL ASPECTS

The Research and Ethics Committee of the Faculty of Humanities at the University of Pretoria (Appendix A) granted the researcher ethical clearance. Babbie (2010:640) asserts that ethical aspects are general agreements shared by researchers about what is proper and improper conduct during scientific inquiry. Bless et al. (2006:140) state that ethical issues are concerned with whether the behaviour conforms to a code of conduct or a set of principles. Strydom (2011a:114) defines ethics as a set of moral principles which is suggested by an individual or a group, is subsequently widely accepted, and which offers rules and

behavioural expectations about the most correct conduct towards experimental subjects and respondents, employers, sponsors, other researchers, assistants, and students. The Terminology Committee for Social Work (2004:22) refers to ethics as the set of rules and prescriptions, based on social work ethics, regarding the actions and accountability of a social worker in professional situations.

With the above background, the researcher upholds the fact that the ethical guidelines are imperative in this research. Ethical aspects were helpful and prevented research abuses, and also assisted the researcher in understanding her responsibility as a scholar. They served as standards and the basis upon which the researcher's conduct was evaluated. The moral principles and rules that were observed to guide the researcher's behaviour and protect the participants throughout this research are discussed below.

6.8.1   Voluntary participation and informed consent

Babbie (2010:64) states that social research often represents an intrusion into people's lives, therefore no one should be forced to participate. Bless et al. (2006:142) rightly say the principle of autonomy incorporates the freedom of an individual's action and choice to decide whether or not to participate in research. The researcher created an opportunity for potential individuals to make informed decisions to participate voluntarily in this research.

Bless et al. (2006:142) state that participants have the right to know what the research is all about. Strydom (2011a:117) states that obtaining consent implies that all possible or adequate information on the goal of the investigation should be made known to the participants in order for them to make informed decisions to participate in the research. The researcher presented the goal of the research study, including possible advantages and disadvantages, to both the participants and respondents.

The credibility of the researcher, with regard to her experience and training on research, was provided to potential respondents. The researcher is aware that respondents must be legally and psychologically competent to give consent and

they were informed that participation in this research study was voluntary and that they were at liberty to withdraw from the investigation at any time.

The emphasis was placed on giving accurate and complete information on the demands the research project would make upon participants in terms of time, activities, and disclosure of confidential information. Adequate opportunity was given to participants to ask questions before the commencement of the study, as well as during the investigation. Furthermore, written consent was obtained from the participants, which was an indication that all participants understood what the research would entail. The participants and the respondents were informed that the collected data would be stored in a safe place at the University of Pretoria for a period of 15 years.

6.8.2   Confidentiality / privacy and anonymity

The researcher maintained the confidentiality and anonymity of the participants by not using names on the interview schedule. However, anonymity could not be completely ensured during the preliminary intervention programme. The respondents were given numbers for easy identification during the one-group pre-test and post-test questionnaire. The researcher did not in any way disclose their names and their identity remained anonymous in the study. Strydom (2011a:119), refers to confidentiality as agreements between persons that limit others' access to private information. The researcher was aware that all people have the right to privacy and it was their right to decide when, where, to whom, and to what extent their attitudes, beliefs, and behaviour be revealed. Therefore, it was imperative for the researcher to safeguard the privacy and identity of respondents and act with the necessary sensitivity, especially when dealing with women survivors of human trafficking.

6.8.3   Avoidance of harm

Bless et al. (2006:141) call this principle non-maleficence and warn social researchers that harm may occur intentionally or unintentionally during the course of a research study. Thus, the researcher was aware of the various possible

adverse effects that are likely to occur throughout the duration of the research study. Babbie (2010:64) states that human research should never injure the respondents. However, due to the trauma experienced by the survivors as a result of their exposure to human trafficking and the sensitivity of the phenomenon, they could be harmed psychologically in the course of the social research process. To prevent any harm to the respondents, the researcher ensured that the environment where the interviews were conducted was safe, conducive, and relaxed. Strydom (2011a:115) illuminates that subjects can be harmed in a physical or an emotional manner, therefore researchers should weigh the risks against the importance and possible benefits of the specific research project. However, the researcher looked for the subtlest dangers and guarded against any person suffering physical or emotional harm as a result of the research.

Emotional harm to respondents is often more difficult to predict and to determine than physical discomfort, but it has more far-reaching consequences for the respondents (Strydom, 2011a:115). Therefore, to minimise such harm the respondents were informed in advance about the potential impact of the investigation, that it might cause fatigue, and that it would consume some quality time from their jobs. The respondents were informed that they have the right to withdraw from the investigation at any stage if they so wish.

The respondents were allowed to take breaks when they needed to do so in the process of the interview. The respondents that experienced psychological trauma during the interview process and pilot testing were referred to the social workers working in the residential facilities who offer counselling services to women in crisis.

6.8.4   Debriefing of the participants

Debriefing sessions focus on affording an opportunity to participants to work through their experiences and the aftermath of working with traumatised survivors in the case of the social service providers. The sessions are normally conducted after the study, whereby the participants ask questions and discuss possible misconceptions with the researcher (Strydom, 2011a:122). In the present study,

the researcher provided a platform for participants and the respondents to debrief. The researcher conducted a debriefing session with each participant during the qualitative phase after the data had been collected. Furthermore, during the quantitative phase debriefing was conducted in a group format. The researcher deemed it necessary to have debriefing sessions, due to the sensitivity of the phenomenon under investigation. The women survivors who needed further counselling were referred to social workers working at the shelters.

6.8.5 Deception of respondents

Bless et al. (2006:182) contend that the deception of respondents means withholding information from research respondents in such a way that they remain unaware of the true objective of the research.

Strydom (2011a:119) maintains that the deception of respondents is when the researcher deliberately misrepresents facts in order to make another person believe what is not true, violating the respect to which each person is entitled. Deception involves withholding information or offering incorrect information in order to ensure the participation of respondents when they would possibly have refused it.

The nature of this study was to research the real and honest experiences of the respondents. Therefore, the researcher initiated congruent relationships with the respondents, which did not give room for any form of deception in any way. The researcher supplied the respondents with accurate information on the goal of the research study.

6.8.6 Actions and competence of the researcher

The researcher is aware that the actions and competence of the researcher are crucial when conducting research. Strydom (2011a:123) asserts that researchers are ethically obliged to ensure that they are competent and adequately skilled to undertake the proposed investigation. Babbie (2010:71) has the view that an

obligation rests on the researcher towards all colleagues in the scientific community to report correctly on the analysis of data and the results of the study.

The researcher is a qualified social worker, registered with the South African Council for Social Service Professions. She is currently employed at the University of Pretoria as a lecturer, teaching undergraduates. In her previous employment, the researcher worked as a social worker for a shelter in Pretoria and she rendered therapeutic services to abused women and their children, including women survivors of human trafficking, at Tshwane Leadership Foundation.

In addition, the researcher obtained a Master's Degree in Social Work in 2010 from the University of Pretoria by completing her research study, entitled "The role of the social worker in the prevention of child trafficking in South Africa". Other necessary research skills were obtained from the research project she conducted at third year level in Sociology and fourth year level in Social Work at the North West University in 2005 and 2006 respectively.

The researcher respected the views, opinions, and beliefs of the participants. At the same time, the researcher remained sensitive to their values and refrained from making value judgments about their perceptions and opinions. Extra caution was taken to act professionally, be tactful, maintain integrity, and remain neutral at all times.

6.8.7   Release or publication of findings

The researcher will introduce the findings of the proposed scientific investigation to the public in the form of a written report. Otherwise, these findings will not be viewed as research. The researcher will compile the report as accurately and objectively as possible with clear and unambiguous information. Plagiarism is a serious offence and therefore all due recognition will be given to sources consulted and people who collaborated. Strydom (2011a:126) and Babbie (2010:71) agree that the researcher has the obligation to make all shortcomings and errors known; even negative findings must be admitted and made known to the readers. Bless et

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al. (2006:145) add that the researcher's duty is to present the results of the study to the respondents in a form that is easily understandable.

The researcher will make sure that the report is as clear as possible and contains the information necessary for readers to understand the social work programme for survivors of human trafficking in South Africa. The researcher will conduct seminars, workshops, and training, publish several articles in professional journals with information emanating from the research findings of this doctoral thesis.

6.9   CHAPTER CONCLUSION

The methodology chapter demonstrated the mixed methods approach. The researcher utilised qualitative and quantitative approaches to complete the first four phases of the intervention research. The details of implementation and the progression of each phase are discussed according to the methods utilised. Fraser and Galinsky (2010:459) state that intervention research encompassing design and development is a significant aspect of evidence-based social work practice. The next chapter focuses on the empirical research findings and a literature control of the qualitative phase of the study.

CHAPTER SEVEN:

EMPIRICAL FINDINGS ON THE QUALITATIVE PHASE OF THE STUDY

7.1 INTRODUCTION

In this chapter the researcher will report on the findings that emerged from the qualitative research study. The discussion is focused on Phase Two of the D & D model; information gathering and synthesis (see Figure 7.1). Therefore, the researcher followed a qualitative research approach in order to gain more insight into the perceptions and experiences of social service providers who are rendering services to women survivors of human trafficking. Furthermore, the researcher also gathered information from the women survivors of human trafficking in order to understand the consequences of their exposure to trafficking and their personal needs. The findings enabled the researcher to design and develop a programme that would assist in addressing the challenges and needs experienced by women survivors of human trafficking and the quality of services rendered in respect thereof (Van der Walt, 2014:215). Moreover, the findings also guided the researcher to formulate a questionnaire, which will be used during the design and early development of the programme and pilot testing.
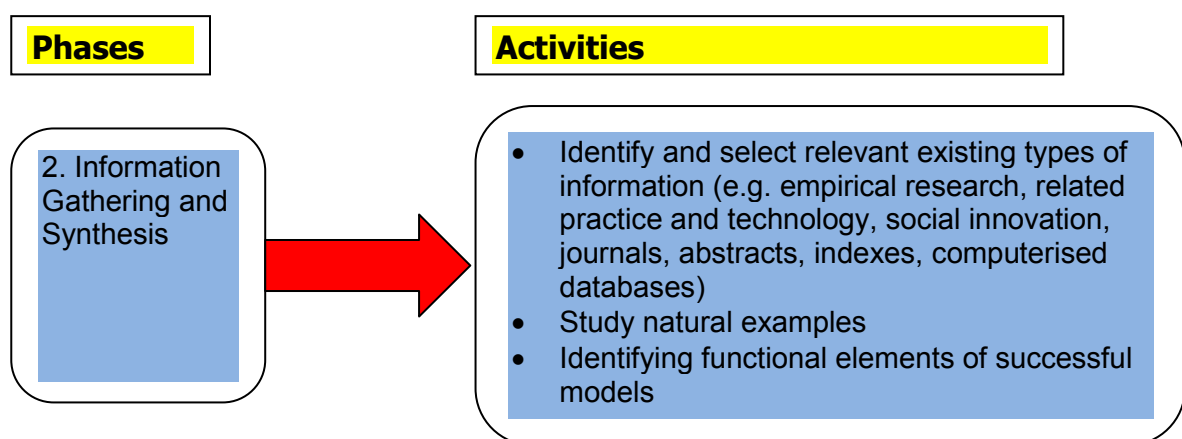
Figure 7.1: Graphic representation of Phase Two of the intervention research

Adapted from: Fraser and Galinsky (2010:463) and De Vos and Strydom (2011)

Furthermore, the chapter highlights a discussion of challenges encountered during service delivery in order to meet the needs of women survivors of human trafficking and collaboration among stakeholders to promote quality service rendering. In addition, the appropriateness and effectiveness of the different policies that address the needs of women survivors of human trafficking will also form the basis of the discussion in this chapter. Finally, a discourse on the relationship between the women survivors of human trafficking and other social networks, as well as their survival techniques, will also be emphasised.

The researcher identified and involved a targeted population of social service providers working in different organisations situated in the Gauteng Province and gained entry and cooperation from the selected organisations which render services to women survivors of human trafficking in the Gauteng Province (De Vos & Strydom, 2011:477; Du Preez & Roux, 2008:126). These selected organisations provided the researcher with authorisation letters to conduct research in the identified facilities. The researcher interviewed 14 social service providers working in the five identified facilities that accommodate women survivors of human trafficking. The residential facilities are the EWF, TPH, MMPC, Beth Shan Centre TSA, and Mercy House. The researcher explored the perceptions of social service providers about the challenges and needs of the women survivors of human trafficking and the quality of services rendered by means of semi-structured, one-on-one interviews.

The researcher further interviewed 12 women survivors of human trafficking who were accommodated in the three selected shelters situated in Gauteng Province, namely TPH, MMPC, and Beth Shan Centre TSA. The researcher also focused on the consequences and the needs experienced by women survivors of human trafficking, including their knowledge level about the phenomenon and their survival techniques. A qualitative data collection method was used to understand the consequences and the needs experienced by these women.

The qualitative data that were collected from the social service providers and women survivors of human trafficking were analysed separately. The researcher analysed the perceptions of the social service providers on the challenges

experienced by the survivors and the quality of services rendered. Further analysis was made on the views of the women survivors on the key challenges and needs they experienced due to their exposure to human trafficking. The qualitative data collected from the social service providers and women survivors of human trafficking are presented by means of themes and sub-themes that emerged, accompanied by verbal descriptions of the content. According to Fielding (2012:131) and Creswell (2014:218) this is a common but sophisticated strategy that is useful to obtain a complete understanding of a complex problem, such as understanding the experiences and needs of women survivors of human trafficking, and to design and develop a programme that would address the scourge.

The integrated findings were further substantiated with existing literature to prove or disprove these findings. Finally, the comprehensive findings gave guidance to key findings that provided direction for the design and development of a HSWIP-WSHT in South Africa and the formulation of a tool for pre-test-post-test, namely the questionnaire.

The next section focuses on thematic information about the participants (social service providers and women survivors of human trafficking) obtained from one-on-one, semi-structured interviews, guided by a clear interview schedule. Remarkable extracts from the participants are utilised during the data collection process to enhance or ameliorate the findings (Nieuwenhuis, 2010:115; Delport & Fouché, 2011:426). It was also necessary to use the abbreviation SSPP and a number to represent each social service provider as participant, thus numbered SSPP 1 to 14, as well as the abbreviation WSHTP and a number to represent each woman survivor of human trafficking as participant, thus numbered WSHTP 1 to 12.

7.2 THEMATIC FRAMEWORK FOR SOCIAL WORKERS/SOCIAL SERVICE PROVIDERS

A brief description of the SSPPs in this study will be provided in Table 7.1. An outline of the themes and sub-themes that emerged will be presented in Table 7.2, followed by a detailed discussion of these themes.

Table 7.1: Details of social service providers as participants

SSPP number	Name of organisation	Position	Years of service
SSPP 1	Beth Shan Centre TSA	Social Worker	1 year and 4 months
SSPP 2	Beth Shan Centre TSA	Social Worker	4 years
SSPP 3	Beth Shan Centre TSA	Social Auxiliary Worker/ Housemother	9 years
SSPP 4	MMPC	Social Auxiliary Worker/ Housemother	2 years
SSPP 5	MMPC	Social Auxiliary Worker	1 year and 6 months
SSPP 6	MMPC	Social Worker	3 years
SSPP 7	MMPC	Social Worker	5 years
SSPP 8	MMPC	Social Worker	1 year
SSPP 9	EWF	Social Worker	1 year and 6 months
SSPP 10	Mercy House	Social Worker	15 years
SSPP 11	MMPC	Social Worker	2 years
SSPP 12	MMPC	Social Auxiliary Worker/ Housemother	2 years
SSPP 13	TPH	Social Worker	11 years
SSPP 14	TPH	Social Auxiliary Worker/ Outreach worker	7 years

Table 7.2: Themes and sub-themes for social service providers as participants

Theme number	Themes	Sub-themes	Categories
Theme 1:	Perceptions of participants regarding their understanding of the consequences experienced by women survivors of human trafficking	1.1 Involvement with drugs and prostitution 1.2 Survivor's dependency on the perpetrator and lack of self-esteem 1.3 Self-blame and shame 1.4 Disorientation of the survivor 1.5 Psychological consequences 1.6 Lack of financial support 1.7 Health issues 1.8 Isolation and loneliness	Consequences
Theme 2:	The needs of the survivor of human trafficking when they arrive at a shelter	2.1 Emotional containment 2.2 Basic counselling 2.3 Referral for medical and other services	Needs
Theme 3:	The assessment process of the women survivors of human trafficking	-	Needs
Theme 4:	Participant's perception of the needs of women survivors of human trafficking	4.1 Therapeutic counselling 4.2 Social Support 4.3 Emotional / psychological support 4.4 Economic empowerment, education, and skills development needs 4.5 Language as a need 4.6 Accessibility to basic needs 4.7 Need for protection and a dedicated safe house 4.8 Social justice/ legal documentation	Needs
Theme 5:	Challenges social workers experience during the process of service rendering to women survivors of human trafficking	5.1 Lack of disclosure 5.2 Lack of trust 5.3 Exposure to court processes 5.4 Specialised programme	Consequences

		5.5 Trauma debriefing for social service providers working with survivors 5.6 Reintegration 5.7 Collaboration	
Theme 6:	Participants' views regarding the appropriateness and effectiveness of the different policies that address the needs of women survivors of human trafficking	6.1 Challenges with implementation of TIP policies 6.2 Women survivors' lack of knowledge about human trafficking and their rights 6.3 Caregiver programme	Consequences
Theme 7:	Initiatives of all role players in South Africa in addressing the needs of women survivors of human trafficking	-	Needs
Theme 8:	The resilience of women survivors of human trafficking	8.1 Hope to heal and restart life 8.2 Hope for the future	Needs
Theme 9:	Recommendations for best practices to render an effective service to women survivors of human trafficking	9.1 One-stop centre or an all-inclusive services centre 9.2 Therapeutic skills development and empowerment	Needs
Theme 10:	Collaboration between service providers, organisations, and institutions in ensuring effective assistance to women survivors of human trafficking	-	Needs
Theme 11:	Social workers' understanding of a holistic programme to address the needs of women survivors of human trafficking	11.1 Focus on the wholeness of women survivors 11.2 The need for synergy between role players and the promotion of skills development and	Needs

		cooperatives/ entrepreneurship among women survivors	
Theme 12:	Content of a holistic programme for social workers to attend to the needs of women survivors of human trafficking	12.1 Empowerment and reintegration 12.2 Dedicated safe house and psychosocial support 12.3 Networking and awareness of trafficking	Needs

7.2.1 Theme 1: Perceptions of participants regarding their understanding of the consequences experienced by women survivors of human trafficking

Participants were asked to discuss their perceptions regarding their understanding of the consequences experienced by women survivors of human trafficking. Trafficking in women has dire consequences with regards to the safety, welfare, and human rights of the victims, who are forced to live in conditions of physical and mental imprisonment (Banović & Bjelajac, 2012:94). Women survivors of trafficking may suffer from serious health problems, including physical health, reproductive health, and mental health problems. As such, service providers who work with survivors should be aware of the severe and interrelated health consequences that result from trafficking (Advocates for Human Rights, 2003:1). They should also be aware of the fact that the experiential world of the survivor is not static and includes the conscious and unconscious experiences, which are only known by the survivor herself. Therefore, the service provider cannot presume to know what is going on with the survivor. This means the survivor can only share with the service provider what she is consciously aware of (Prop 1 of the PCA) (Grobler et al., 2013:17). Several sub-themes emerged and the views of the participants were consistent with what has been articulated by the above-mentioned authors. Their views are discussed in the sub-themes below.

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7.2.1.1   Sub-theme 1.1: Involvement with drugs and prostitution

One of the main points constantly repeated and highlighted by the participants as being a concern was that the survivors are involved in drug abuse and prostitution. The majority of the participants indicated that survivors were forced into the use of drugs until they became addicted to it, after which they were introduced to prostitution. The effect of the latter puts the woman survivor in a precarious situation. The participants explained their experiences as follows:

> SSPP 1: *"The survivors are given drugs, their body no longer functions properly; brain damage."*

> SSPP 2: *"When in the street the survivors are subjected to drugs as a result struggle with cravings. Others are forced to be corporative. Others result to be violent."*

> SSPP 6: *"The survivors are used for prostitution and drugs… They will be having sex with them without using protection."*

> SSPP 8: *"Some of them they were sexual slaves, they were forced into drugs or sale drugs."*

> SSPP 9: *"Some of the survivors that were accommodated in our facility were rescued from Royal Hotel and they were prostituting... the assumption was that they came to visit and they had no visa."*

> SSPP 10: *"Survivors have been exposed to drugs for a long time, they struggle with the withdrawal syndromes especially the first three months and they come in different forms, irritable sometimes."*

> SSPP 11: *"Women survivors of trafficking experience exploitation by means of forced prostitution, drugs, forced labour, and addiction."*

SSPP 13: *"Their mind is on drugs because they are used, they go through withdrawals, as a result they run away from the shelter."*

The above responses are consistent with findings by Solis (2015:86), namely that the survivor's own criminal background, often resulting from forced prostitution or drug use, makes it difficult for the survivor to access social services or to obtain legal support. The UN (2014:5) indicates that slavery, servitude, forced marriage, servile marriage, enforced prostitution, and the exploitation of prostitution are also trafficking-related practices which are prohibited under international human rights law.

7.2.1.2 Sub-theme 1.2: Survivor's dependency on the perpetrator and lack of self-esteem

Some of the participants verbalised that women survivors of trafficking are dependent on the perpetrator and experience a lack of self-esteem. They shared their experiences in this regard by referring to it as follows:

SSPP 1: *"The victim has been away from family for a long time and they have been doing things they didn't want or by force. They lack self-esteem; they start depending on the perpetrator."*

SSPP 2: *"They become friends with trafficker, even though it was a traumatic experience, they become used to the lifestyle."*

The Tennessee Department of Human Services (2013:70) confirms these research findings by stating that survivors experienced the Stockholm syndrome or at least trauma bonding with the perpetrator. The Tennessee Department of Human Services explains this as the emotional bond a survivor feels towards an abuser, as a means of coping to increase her own safety and decrease pain during victimisation. Turner, Anderson and Lopez-Howard (2014:8) concur with the above and state that a number of factors present barriers to survivors' ability to seek services, such as loyalty to their trafficker. Solis (2015:86) further reveals that trafficked women often do not recognise that they are victims of a crime until they

are rescued from their trafficker. Denial of such abuse is common in women who are being trafficked by a pimp who leads the victim to believe that she has an actual romantic relationship with her abuser. Therefore, it is imperative for law enforcement and others who initially encounter these women to identify them as victims. Ricard-Guay and Hanley (2014:49) reveal that due to psychological consequences, which are numerous and sometimes last a very long time, the survivors experience mental health problems like PTSD, depression, borderline personality disorder, bipolarity, drug addiction, and a crushed self-esteem.

7.2.1.3   Sub-theme 1.3: Self-blame and shame
Some of the participants indicated that survivors blame themselves for the human trafficking ordeal they experienced. They explained it as follows:

> SSPP 5 repeated the words of a survivor who blamed herself for
> being trafficked: *"You will keep on asking why this thing*
> *happened to me."* SSPP 5 also said: *"They blame themselves."*

> SSPP 7: *"Some survivors they blame themselves that it was my*
> *fault, but it was not their fault."*

Recent research about self-blame and shame is in harmony with the empirical findings of this study and indicates that many women survivors of human trafficking often do not self-identify themselves as a victim initially. Some commonly blame themselves for what has happened. In these instances, seeking help may not be immediate (Kaylor, 2015:4). Self-blame and shame are related to social behavioural norms regarding the women survivors' departure from their village, the sexual nature of the work they were involved in, and whether they made a positive or negative contribution to their family. If the woman survivor returns home with an illness, her family sees her as having brought shame upon them. The women survivors' perceptions of prostitution, even when it was forced and not their choice, will involve shame and therefore they will not easily discuss or disclose their experience with their family after they return to the family system (Morrison, Miles, Schafer, Heang, Vanntheary, Phally, & Channtha, 2014:11). According to recent research, women survivors of human trafficking often blame

themselves for getting involved in trafficking, but when they know more about the phenomenon, they tend to develop different ideas about it (Morrison et al., 2014:11). Furthermore, the social service provider should approach the experiences and perceptions of women survivors' as a reality, as they will perceive their world, including themselves and their interaction with others, in a uniquely individual way. The service provider thus cannot pass any judgment, but should show unconditional positive regard for the survivor of human trafficking (Grobler et al., 2013:21).

7.2.1.4 Sub-theme 1.4: Disorientation of the survivor

Two participants shared their views regarding the fact that they often view women survivors of trafficking as disoriented. They explained it as follows:

> SSPP 3: *"The survivors become disoriented with the trafficking experience. They look blank, confused and disillusioned."*

> SSPP 5: *"They are disoriented by the experience and it also delays their progress in terms of livelihood. They lose track of their world, they are like lost sheep."*

Banović and Bjelajac (2012:95) affirm the above participants' views when they state that psychological reactions observed in the survivors are shock and fear, disorientation, confusion, and distress. The Tennessee Department of Human Services (2013:84) further states that survivors are fearful, anxious, depressed, submissive, tense, nervous, paranoid, and disoriented. They exhibit unusually fearful or anxious behaviour, especially whenever law enforcement is mentioned, and they avoid eye contact. The Ohio Human Trafficking Task Force (2013:6) also alludes to the fact that the woman survivor might be confused, scared, and distracted, therefore engaging in casual conversation before therapeutic interventions helps them to build trust and set the tone for effective, non-defensive communication.

7.2.1.5   Sub-theme 1.5: Psychological consequences

Six participants shared their views regarding the psychological consequences that women survivors of human trafficking may experience:

SSPP 4: *"They are affected emotionally, some do not disclose because they are afraid."*

SSPP 5: *"They are like torn apart as they are not given what they were promised. They are depressed, they are frustrated, miserable."*

SSPP 6: *"I think women become stressed."*

SSPP 7: *"They feel bad about themselves, they put their lives in danger, they feel useless they lose power, they feel powerless."*

SSPP 8: *"You know, their experience is that they were traumatised. The experience is traumatising."*

SSPP 10: *"The consequences like what they experience... you know trauma is one of them, some of them they come here being so traumatised, and depressed, so stressed, many of them do not want to talk about what happened to them, many of them. It takes time to open up."*

SSPP 14: *"Trafficking in women have psychological problems, it is like they do know themselves. This trafficking thing destroys the mind of the survivor. We had one survivor who came to us completely finished, I think she was left to die. After she stayed in the house for about a year, she was fine and she was giving testimonies how she healed, but she later went back to the traffickers. It is very difficult to work with the survivor's mind."*

Several authors, namely Maney, Brown, Gregory, Mallick, Simoneschi, Wheby and Wiktor (2011:13); the National Sexual Violence Resource Center (NSVRC) and Pennsylvania Coalition Against Rape (PCAR) (2012:18); the Tennessee Department of Human Services (2013:89); and Banović and Bjelajac (2012:95), express that survivors of human trafficking who have endured mental and physical violence are likely to suffer from depression, anxiety, and PTSD. Turner et al. (2014:8) add that women survivors of human trafficking experience immense intimidation, fear, and trauma, and they may feel this way for a long time depending on the intensity of the endured exploitation.

7.2.1.6   Sub-theme 1.6 Lack of financial support
Some participants mentioned a lack of finances as one of the consequences experienced by the survivors. They shared their opinions as follows:

> SSPP 3: *"They lose track of their world, they become stuck financially."*

> SSPP 6: *"Having no jobs, no money puts the survivor in a vulnerable situation."*

> SSPP 8: *"Financial assistance is crucial as they will need to eat different food."*

The NSVRC and PCAR (2012:21) share the opinion of the participants above and state that women survivors in general have to face immense financial challenges. Many trafficking survivors do not have money or a medical aid to pay for medical visits. The Tennessee Department of Human Services (2013:84), in sodality with the above, states that survivors are not in control of their own money. This is due to the underground nature of human trafficking, as the women are used as commodities not worthy owning anything.

7.2.1.7   Sub-theme 1.7: Health issues
Some of the participants narrated their views on health consequences experienced by the survivors as follows:

SSPP 7: *"The consequences are like several sicknesses, since when they are trafficked they do not have control over what happens to them. They suffer from different diseases that may require multiple services. They are no longer free; they think it will happen again, they are suspicious."*

SSPP 9: *"I think there are a lot of consequences, it could be psychological, physical, even healthy conditions may arise."*

SSPP 11: *"In such cases, basic medical assessment and attention is needed."*

SSPP 13: *"The survivors' bodies become weak and they easily catch diseases like HIV/AIDS, TB, and pneumonia. This require specialised medical attention."*

The outcome of previous research studies is consistent with the research findings in this study. The Tennessee Department of Human Services (2013:84) indicates that women survivors in general experience poor physical health. They lack good healthcare due to the circumstances they found themselves in and they often show signs of exposure to physical and sexual abuse, physical restraint, confinement, or torture. Several authors, like Ricard-Guay and Hanley (2014:52) and Zimmerman, Hossain, Yun, Roche, Morison and Watts (2006:45-46), agree that immediate healthcare, pregnancy tests, and screening for STDs is paramount. Access to healthcare and proper medical assessment is important, because survivors who have been subjected to physical and sexual abuse or working in prostitution are at a higher risk of STDs or unwanted pregnancy. The authors further indicated that the main health problems that survivors suffer from are extreme fatigue; the physical effects of violence, such as various injuries and lesions; acute stomach pain; STDs; and problems related to drug use.

Ricard-Guay and Hanley (2014:52-53) summarise that survivors of human trafficking often experience multiple health problems, coupled with other problems such as addiction and mental health related illnesses. Due to multiple related

health problems that affect the survivors of human trafficking, there is a need to provide them with access to integrated health and psychosocial services, in order to identify and establish the various needs of the survivors and then refer them to the appropriate professional services.

Information dissemination of publications reveals that the health needs of women survivors of human trafficking tend to present during multiple stages in the recovery and reintegration process, and can be chronic or present for extended periods of time. Almost all survivors of trafficking suffer from at least one physical health problem, often more, such as unhealthy weight loss due to food deprivation and poor nutrition, memory loss, chronic pain, head and neck trauma, loss of consciousness, infectious diseases, HIV and other sexually transmitted infections (STIs), and dental or oral problems (Office for Victims of Crime Training and Technical Assistance Center, 2012:5).

7.2.1.8   Sub-theme 1.8: Isolation and loneliness

Some participants gave their opinions on isolation or loneliness as follows:

> SSPP 6: "*Survivors experience isolation and loneliness… The survivors feel the world outside is closed and they become isolated.*"

> SSPP 8: "*The survivors feel like black sheep in the middle of other women; they prefer being alone.*"

Banović and Bjelajac (2012:95) confirm the above and explain that women survivors are oversensitive and distressed due to trauma. They experience nightmares and flashbacks; minimisation of the experience in their own minds; isolation and detachment; feelings of helplessness, panic, and loss of control; decreased interest in daily activities; lack of a sense of order or justice in the world; and fear of the future. Palmiotto (2015:237) is of the opinion that multiple studies indicated a high rate of PTSD in trafficking victims. High rates of extreme anxiety and fear, self-destructive behaviours, profound shame and guilt, despair,

loneliness, and hopelessness are also reported. Trauma victims frequently display symptoms of hyper vigilance, irritability, and an exaggerated startle response.

7.2.2 Theme 2: The needs of the survivor of human trafficking when they arrive at a shelter

All the participants in this research study expressed that the needs of the survivors are enormous. Their needs are physical, psychological, emotional, economic, and spiritual. A number of sub-themes emerged to articulate some of the needs identified by social workers when these survivors come to various facilities for accommodation and intervention.

7.2.2.1 Sub-theme 2.1: Emotional containment

The majority of the participants expressed the importance of emotional containment once the survivor arrives at the shelter. They harmoniously mentioned the need for creating a safe environment to contain the emotional feelings of the women survivors of human trafficking. The views were articulated as follows:

> SSPP 1: *"They are put in their own room because they are fragile, hence they get special treatment."*

> SSPP 3: *"They normally make the survivors feel at home and let them adjust. We normally take care of their emotional needs. We make them feel at home."*

> SSPP 4: *"I check how traumatised the survivor is. I will let her rest. I check if she needs anything... I will interview when she is ready. Most of the trafficked cases come at night."*

> SSPP 5: *"We welcome, we admit them in the house. We make them feel special as they are isolated. We put them in their own room."*

SSPP 8: *"We make them settle down and expose them to a healing and restoration programme."*

SSPP 9: *"The first intervention is to contain the survivors' emotions, understand their frames of reference."*

SSPP 11: *"We allow the survivors time to rest, to calm down their nerves."*

SSPP 12: *"The survivors are given space to calm down first, to digest what happened to them."*

Research studies in this field correlate with the above findings and reveal that emotional containment of the woman survivor of human trafficking is important during the intervention process to enhance the healing process. Emotional containment occurs when the social service provider receives and understands the emotional communication of the survivor without being overwhelmed by it. The social service provider processes the emotional behaviour of the survivor and then communicates understanding and recognition back to the survivor. This process restores the survivor's capacity to think and plan logically (Douglas, 2007:33). Emotional containment involves social service providers absorbing the experiences of women survivors of human trafficking when they seek care.

During the healing process the social service providers should demonstrate a better understanding of how to identify and address the needs of women survivors of human trafficking. The social service providers should further contain parts of women survivors' experiences, helping them to identify, verbalise, and address uncontainable feelings in a way that it can be addressed openly (Steckley, 2013:12). Above all, the service provider should show an understanding and respect the personal space of the survivor by believing that she has sufficient capacity to deal constructively with all those aspects of her life that she becomes aware of. The service provider should accept the survivor as she is and communicate empathetically with her as a way to encourage personal growth and allow her to exercise her freedom without fear and rejection (Grobler et al.,

2013:39). The woman survivor should be respected as an expert of her own world and be allowed to experience a form of self-determination to make her own decisions regarding the healing process (Garthwai, 2012:50).

7.2.2.2   Sub-theme 2.2: Basic counselling

A large part of the participants indicated that counselling is provided to the women survivors when they arrive at the shelter. Their feedback was as follows:

> SSPP 3: *"Counselling is done, though not in depth."*

> SSPP 7: *"They are attended by the social worker straight away, usually they get basic counselling."*

> SSPP 8: *"The first thing is basic counselling."*

> SSPP 9: *"They attend rehabilitation programme."*

> SSPP 5: *"They are encouraged to join support group. Icebreakers are used in group work process to promote bonding and relax the group members."*

Empirical findings are congruent with what was documented in recent literature, namely that cases concerning trafficking in persons are difficult to pursue, because they are complex, multifaceted, and resource intensive, and a single case may involve multiple victims, requiring a variety of services, including shelter, counselling, and protection (Turner et al., 2014:9).

7.2.2.3   Sub-theme 2.3: Referral for medical and other services

The study revealed significant findings when this theme was explored. There was a general consensus amongst the participants regarding the need for medical check-ups and treatment:

> SSPP 6: *"We also link them with department of health for medical check-up to trace any drugs in their system."*

> SSPP 7: *"We take them to the hospital for medical check-up. The doctors do a thorough medical check-up and give them treatment when necessary."*

> SSPP 9: *"The survivors also go for medical check-up if they need one."*

Ricard-Guay and Hanley (2014:44) concur with the above findings and indicate that the needs of the women survivors of human trafficking are numerous and require intervention by different professionals. These needs may include immediate protection and security, emergency and transition housing, transportation, interpretation services, legal assistance, psychosocial assistance, detoxification services, and more. On a medium- and longer-term level, more needs arise, including: access to work, a stable source of income, return to studies, and access to affordable housing. The role of the social service provider is to show the necessary empathy to survivors during the intervention process as a way to convey a message of understanding regarding their needs (Payne, 2015:114).

7.2.3 Theme 3: The assessment process of the women survivors of human trafficking

Most participants illuminated that an accurate assessment is of vital importance, as it can result in effective service rendering to the survivors. Assessment is a process to identify and define the nature of the problem, developing a specific intervention programme to address the problem (Rockville, 2009:202). Assessment is further based on the needs and concerns of the women survivors (Altilio & Otis-Green, 2011:203). Below are the views of the participants in this regard:

> SSPP 1: *"As a social worker, I assess the* [woman] *victim's adjustment in the house; I also assess willingness to be part of the programmes conducted in the house. Involvement of the survivors in spelling out house rules adhering is important. As*

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staff members of the shelter, we read rules of the house to survivors every evening. We inform them that they do not go out without permission and reasons are explained like security..."

SSPP 2: *"Even though the Hawks give us the story, we still have to hear the story from the women. Some of them are from Thailand or other countries and language becomes a challenge."* SSPP 2 added that the appearance of the survivor matters: *"One can see trauma from the way they appear. From my assessment, I noted that most of them were unemployed and they were promised jobs, may be at a restaurant or hotel… The one who recruited them respected them initially, once they arrived in RSA, things change."* SSPP 2 quoted what many of the women survivors had told her: *"The traffickers would say we owe them, as we were using their drugs and food, at that moment, you do not know anybody neither do you no know the place."* With regards to involving the survivor, SSPP 2 stated: *"I am going to be honest, they are not involved, and the service provider is in charge."*

SSPP 3: *"Physical needs, emotional needs, and social needs are assessed. Physical and emotional needs are met. It is easier for us when they are brought by the Hawks and the police, as there is a lawyer allocated to them. And we just focus on emotional."*

SSPP 4: *"I avoid causing secondary trauma. I can see if the client is traumatised, I do not push, I wait until she is ready. Some do not disclose because they are afraid."*

SSPP 5: *"During the assessment, they are not free; they are jumpy, scared, isolated and shrink."*

SSPP 6: *"First of all I look at the psychological needs... as most of them are coming from outside the country; they would want to*

go home. Even if we get them jobs, they do not enjoy the work as their mind is at home. Some of the survivors we admitted in this facility were just crying and informed us that they want to go home. For example, one woman said: 'I have children to care for. Take me home'."

SSPP 7: *"We check where they come from by getting their identifying contacts."*

SSPP 8: *"Firstly, we would ask the woman how they find themselves in trafficking. The information will help us when doing awareness, their experiences are also important if they were emotionally, sexually, and financially abused. Obviously, the money they make is not theirs."*

SSPP 9: *"The most important thing is that the survivor should understand what happened to them, why are they here. The families also should be involved, the families should be aware of the circumstance of the survivors, because at the end of it all the survivors have to go back home. We also look at which other assistance they might need while under your care."*

SSPP 10: *"When they come to our shelter, we assess the mental status of the survivor. In fact, the physical status first as all the victims of human trafficking needs to be taken for medical assessment. The Hawks play an important role by escorting the survivor for to hospital for medical check-up. International Organization for Migration and the embassies also assist us, because we are not allowed to transport them due to safety reasons. Therefore, we prefer the Hawks or the SAPS to provide safety and protection to the survivors."*

SSPP 14: *"As the social worker, I will do psychosocial assessment like to assess how they are mentally, their*

psychosocial status, how they are affected with trauma and depression. Still, I will refer them for further by medical profession assessment. I also check physical needs; most of them need toiletries and some basic needs. You find that the person has not bathed for days."

SSPP 11: *"The focus is on the level of concentration, emotions. We also check if they are injured. We also assess how they were trafficked and how they came to South Africa, including the way they escaped. How they got service provision."*

SSPP 12: *"I look at the facial expression of the survivor, one can note that they are depressed, stressed and they look lonely and miserable."*

Literature in this regard is in line with the views of the participants who indicated that assessment will assist the social service providers to understand the process of trafficking which will guide the necessary intervention strategies. The UNODC (2016:26) discusses the reasons for trafficking in four categories as follows:

- The first category is trafficking for sexual exploitation, which includes the exploitation and prostitution of others and similar situations.
- The second category includes trafficking for forced labour or services, slavery, and similar practices.
- The third category includes trafficking for the removal of organs.
- The fourth and final category is trafficking for other forms of exploitation.

Screening and assessment should cover all aspects to establish a meaningful service rendering to women survivors of human trafficking. US Department of Health and Human Services (2009:58) therefore recommends that professionals assess the survivors holistically by focusing on the physical, cognitive, and emotional symptoms, as well as the skills they acquired through training. Screening and assessment is critical because the psychosocial health of women survivors of human trafficking is negatively affected due to traumatic experiences

from the phenomenon. Psychosocial health experiences such as self-esteem, social stress, social support; psychological support, sense of control, emotional problems, physical fitness, perceptions of the phenomena, coping methods as well as relationships with social service providers (Wei, Liu, Chen, Zhou & Hu, 2016:228). The majority of participants also shared their views on the nature of the assessment process of the survivors and how they are involved in the process. The service provider should also assess whether the woman survivor of human trafficking is under particular risk of intimidation or retaliation (UN, 2014:13).

7.2.4 Theme 4: Participant's perception of the needs of women survivors of human trafficking

Social services to women survivors of human trafficking should meet all aspects of the survivors' needs, such as physical, psychological, and emotional needs, in order to promote their recovery (NSVRC & PCAR, 2012:17). The participants expressed their opinions on different needs experiences by women survivors of trafficking and a number of sub-themes emerged.

7.2.4.1 Sub-theme 4.1: Therapeutic counselling

The participants indicated the importance of counselling for survivors of trafficking when they said the following:

SSPP 4: *"The survivors need support through counselling."*

SSPP 5: *"The survivors need trauma counselling due to horrible experiences."*

SSPP 6: *"They need counselling, they need support, sometimes we put them in support groups."*

SSPP 11: *"Survivors need counselling, support, and be part of support groups."*

SSPP 14: *"They need accommodation, then the thing they need is their family, they want to go home."*

The NSVRC and PCAR's (2012:18) sentiments are in harmony with the empirical findings of this study and it was revealed that many women survivors of human trafficking have endured multiple violations, including sexual assault, daily mental and emotional abuse, physical abuse, and torture. As a result, they may suffer from severe psychological trauma that should be treated during the healing process by social workers. Further, supportive therapeutic counselling and advocacy are other areas in which social service providers excel and a woman survivor of human trafficking may greatly benefit from having a supportive person to listen and assist her in navigating the waters (NSVRC & PCAR, 2012:18). Furthermore, the medium-term and long-term needs of the women survivors of human trafficking are required to be met. The needs are mental and emotional health, and these require intense psychosocial assistance (Ricard-Guay & Hanley, 2014:45). Though it is difficult to completely mend the wounds of a trafficked survivor, social service providers can certainly help survivors to restore their dignity, to build new lives, and to ensure justice for themselves and other survivors (Maney et al., 2011:11). Furthermore, survivors testifying against traffickers might require additional counselling and support prior to, during, and after their testimony at the court. Social service providers should arrange for special counselling sessions to address these issues (Berbec, Bucur, Witec & Nimescu, 2015:11).

7.2.4.2   Sub-theme 4.2: Social support

Some of the participants considered social support as the most important need survivors experience. The participants shared their views regarding social support as follows:

SSPP 3: *"The survivors need to heal emotionally and connect with their families. For example, those from Asian countries find it difficult to contact families. The service providers should have resources to contact families even outside countries. If it is within the South African borders is better as we have the privilege of working with Salvation Army."*

SSPP 6: *"The survivors need professional support as well as family and friends for support."*

SSPP 7: *"They want to go back home and be in the care of the family."*

The empirical findings of the study are consistent with recent literature on survivors of human trafficking, namely that once rescued, survivors need to maintain contact with their children and family members in their home countries. This contact is important because during the victimisation period, contact was non-existent or minimal and it is of great importance for survivors to regain connections with their family members. Therefore, social service providers should support them by providing resources like phone cards and Wi-Fi to meet these needs (Busch-Armendariz, Nsonwu & Cook Heffron, 2011:7). Accompanying the survivor through a judicial process can be an important part of supporting women survivors of human trafficking. The first thing they need is access to information about their rights. Legal and court support needs may include obtaining immigrant status from the DHA, accompaniment to the court when the trafficker is facing criminal charges, compensation claims for abusive working conditions, and indemnity or compensation claims for victims of crime (Ricard-Guay & Hanley, 2014:54).

7.2.4.3   Sub-theme 4.3: Emotional / psychological support

From the literature review during this study, it became apparent that all women survivors of human trafficking experience emotional trauma. Therefore, because of the latter, a great number of the participants indicated the survivors' dire need of emotional and psychological support during the healing process, as indicated below:

SSPP 1: *"The survivors need attention, listening ear, being available for them as any moment they can break down."*

SSPP 2: *"Social service providers think for the survivors, with regards to emotional and psychological support, we make decisions for them, because we think they are emotionally and*

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psychologically disturbed and cannot make the right decisions... we think they need psychological counselling, we think they are emotionally fragile, hence we treat them like children, we think they want to go back home. We think that they need to be heard. Yes, it is true they need emotional and psychological support, but we should allow them to make decisions and guide the process of their own healing."

SSPP 4: *"Yoga helps with emotional healing and the survivors are encouraged to participate. Those who like doing yoga they like to be alone most of the times. One would think the mind of the survivor works 24 hours. One thing am sure of is that they are psychologically sensitive."*

SSPP 9: *"Due to terrible experiences and harsh circumstances they endured with the trafficker, they will need intensive psychological care."*

SSPP 10: *"I think emotional support is very important for the survivor's own development."*

SSPP 12: *"My opinion is that the survivors need to be respected, understood, they need love as we render services to them. They also need such services like recreation. This is when we take them for an outing to see places and to refresh their mind. Outings makes them feel valued and helps to relax and release stress."*

Research in this regard confirmed the results in this study, namely that it is evident that survivors of human trafficking often discover that their new-found freedom is accompanied by long-lasting mental, physical, and financial challenges. Survivors frequently fear that their traffickers will return, or that they will become entangled in complex immigration proceedings, or that they will find needed services unavailable to them, while trying to come to terms with what they have

experienced. In addition, these survivors are also vulnerable to re-victimisation and they therefore require safe housing, confidentiality, and privacy to feel protected (Maney et al., 2011:14). The survivors need emotional or psychological support in most situations, as they are fearful, anxious, depressed, submissive, tense, nervous, or paranoid. They exhibit unusually fearful or anxious behaviour when in contact with the police or law enforcement and they avoid eye contact (Tennessee Department of Human Services, 2013:84). The psychological consequences are numerous and sometimes last a very long time. Survivors need to be supported through the healing process, as they frequently experience mental health problems, such as PTSD, depression, borderline personality disorders, bipolarity, drug addiction, and a low self-worth (Ricard-Guay & Hanley, 2014:49). Ryan and Deci (2017:8) further state that it is also important to meet the emotional and social needs through therapeutic treatment and the connection with support networks like peer survivors, mentors, and faith-based communities, as well as exposing them to the development of life skills, such as communication and conflict resolution.

7.2.4.4   Sub-theme 4.4: Economic empowerment, education, and skills development needs

The participants explained that survivors need to be equipped with skills and knowledge about human trafficking. They narrated their opinions as follows:

> SSPP 3: *"Skills development is another great need. There is need to develop the client until she is independent, self-sufficient or self-sustained. Therefore, there is need to link them with cooperatives."*

> SSPP 8: *"They will also need jobs to be financially stable, as they cannot be in a shelter for long."*

> SSPP 11: *"They need to be occupied with gardening, beading, and crocheting… they also need to get employment."*

SSPP 12: *"I think is very important that survivors should be educated on issues about human trafficking."*

SSPP 13: *"Women should be empowered, they should be self-reliant and they should not depend on the pimps."*

The above findings are in harmony with Maney et al. (2011:15) when they state that life skills training for survivors is paramount. They emphasise the survivors' needs for different services that will assist them in attaining their independent living status. Among these services are child care, education, life skills training, job training, employment location assistance, and financial management. The NSVRC and PCAR (2012:20-21) add that women survivors of human trafficking may benefit from supportive services and information about education and training opportunities. Therefore, the role of the social service personnel is to provide available information about vocational training programmes, colleges/universities, and courses in English as a second language, as well as other languages as needed. Based on the survivor's needs, the social service provider can contact the skills development centres for hard skills like tailoring, interior design, or painting, and the Department of Education (DOE) for literacy programmes or other social service programmes which can be negotiated at a reduced cost. Ricard-Guay and Hanley (2014:57-58) concur and state that job reintegration and skill development are also a concern. In situations of international trafficking for forced labour, access to work permits and regularisation of immigrant status by the DHA are important issues to resolve. The capabilities and interests of each woman survivor must be evaluated to assist them to make informed choices. Education is said to be an important connection to the recovery and well-being of the survivors, as well as an important instrument for social reintegration, outside the context of exploitation, to improve self-worth and resilience, develop autonomy, and improve economic empowerment.

7.2.4.5   Sub-theme 4.5: Language as a need
The participants viewed the language barrier as a consequence of being trafficked, as well as a challenge when working with survivors of human trafficking. The participants unanimously articulated that the language barrier makes it difficult for

the social service provider to render effective psychosocial services to the survivors, due to communication problems. The language barrier often results in not getting enough information from the survivor to plan an effective intervention process. They explained it as follows:

SSPP 1: *"Language is a great barrier and a big problem during assessment and throughout the facilitation process."*

SSPP 2: *"When the survivors come from other countries, most of them cannot speak or express themselves in English. This results in the use of interpreters, since the survivor cannot articulate in English or any local language. Therefore, the information gathered without proper interpretation might not be accurate and might lead to inaccurate service delivery."*

SSPP 4: *"When you speak English it is not their language. When you speak your language, they are suspicious."*

SSPP 7: *"The challenges can be language, as they cannot understand each other. Interpretation can also be a challenge, because the interpreter can be saying something else contrary to what the victim stated… Even when you greet them, they just laugh or cry and do not understand anything."*

SSPP 9: *"The challenge with the Thai ladies was they could not understand the language."*

SSPP 10: *"There is need for social workers to assess whether one can communicate with the survivor or not and where necessary, involve specific embassies of the countries where the survivors come from. When we receive survivors who struggle with language, we approach embassies to assist."*

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SSPP 10: *"Eish! A lot of challenges. We also take in international victims. Sometimes on assessment you cannot even communicate, especially for international victims. Language is a challenge. So, IOM come with their staff and embassies become handy, however it takes long to assess the clients. The victim experience secondary victimisation."*

SSPP 13: *"It is a woman who feels lost, not happy, found herself in a new place with new people. Has challenges with language and uses translation or pen and paper to communicate."*

The above findings confirm that women survivors of human trafficking experience language problems which will affect service rendering to them. Ricard-Guay and Hanley (2014:44-45) state that interpretation and translation services should be provided on both short- and long-term interventions to understand the real needs of the survivors. It may help survivors to enrol for a language course to improve communication during the facilitation of the healing process. The reviewed literature further agrees with the empirical findings that rendering social services in the survivors' first language is a helpful practice, particularly as they start their journey towards healing and recovery from the trauma of their victimisation. This is vital, as it allows the survivors to express themselves fully in a safe and non-restricted manner (Busch-Armendariz et al., 2011:8). Furthermore, it is important that women survivors of human trafficking should be provided with legal and other assistance in relation to any court or administrative proceedings in a language they understand. This should include keeping survivors informed of the scope, timing, and progress of proceedings and of the outcome of their cases. It is preferable to obtain the help of staff members who speak the survivor's language and understand her culture (UN, 2014:15). The following are important aspects to take in consideration, as articulated by the NSVRC and PCAR (2012:12):

- Ensure the interpreter does not know the survivor or the accused perpetrator.
- Ensure the interpreter understands what trafficking entails and the importance of confidentiality.
- Do not use another survivor as an interpreter.

- Ensure the survivor and the interpreter speak the same language and dialect.

7.2.4.6   Sub-theme 4.6: Accessibility to basic needs

The majority of the participants acknowledged that nutrition is a basic need for any human being to survive through trauma. Some of the participants shared at length on how badly poor nutrition affected women survivors and reported that survivors often looked wasted and malnourished during the assessment process. They stated that most survivors come to the shelters with nothing after they had been rescued. Thus, to meet their physical and nutritional needs in the beginning is of paramount importance. The participants shared their views about physical and nutritional needs of the survivors as follows:

SSPP 1: *"The survivors need to feel welcome; upon arrival, we give them a welcome pack which has basic items like a tablet of bath soap, tooth brush, toothpaste, face cloth, lotion, and role on. This type of pack is then given to them on monthly basis depending on the length of their stay in the shelter. Later intake forms are used to register them and orientation is done."*

SSPP 2: *"We give them physical needs like clothes, soap, and then we do actual counselling."*

SSPP 3: *"We make sure we give them food and conducive environment."*

SSPP 5: *"We have noted that the survivors from other countries have different dietary needs. They do not eat what we eat, they also eat different food. Therefore, we try to provide them with a different menu though not always as it is very costly for our shelters."*

SSPP 6: *"The survivors need food which is highly nutritious, as most of them have poor health and a safe accommodation."*

SSPP 7: *"The basic needs for the survivors are nutrition, clothes, and physical assessment. Thorough physical assessment is necessary to ascertain whether they are sick or not. There are some things which one can see if the service user is sick, sometimes they can verbalise it, for example 'I have headache'."*

SSPP 8: *"Most of them when they come to our shelter, one can see that they have not been properly fed as they look malnourished and weak. Therefore, provision of nutritious food is paramount."*

SSPP 9: *"They come here tiny, wasted, very tired, no energy because of the stressful work they have been exposed to. However, with provision of proper diet, one can see the difference in their body mass as they start picking weight. Some of the survivors when they are initially accommodated, they do not eat properly due to poor appetite. It takes time for them to get used to the time table of eating."*

SSPP 10: *"Diet is another challenge. For example, we have Nigerians who have their own type of food. The Thai survivors are worse; they eat food that is full of spices."*

SSPP 11: *"Besides the welcome pack which includes toiletries, we also give them a conducive room and food."*

SSPP 12: *"We give a welcome kit which has soap, toothpaste, face cloth and sanitary pads, as well as a decent accommodation. The survivor is then informed of the rules of the house. The challenge is the type of food that they eat, as most of them need special food."*

SSPP 14: *"The survivors need a lot of things, like food, you know they come to us literally with nothing. Therefore, they need clothes, blanket, shoes, and many things to survive."*

It was apparent during the interviews that it is important to meet the basic needs of the survivor at the beginning of the healing process. Ricard-Guay and Hanley (2014:45) unanimously state the importance of providing the survivor with services to meet their basic needs during the first contact, such as food, clothing, an airtime voucher, a basic hygiene kit, bus tickets, and emergency housing. Crisis intervention and spiritual support by the service providers is of paramount importance at this stage. Waterloo Region Anti-Human Trafficking Coalition (2015:7-8) agrees with the above sentiments and articulated that women survivors of human trafficking generally lack the things they need to satisfy their basic needs and social service providers should link them with services that provide food, clothing, medical care, legal services, housing, safety, and employment. The Tennessee Department of Human Services (2013:84) alludes to the poor physical health of survivors, as explained above, and states that survivors appear malnourished. Ricard-Guay and Hanley (2014:45-47) confirm that food is a basic material need and added that survivors are often exhausted and look fatigued because of sleep deprivation and malnutrition. Ricard-Guay and Hanley (2014:56) indicate that transportation is also needed when the survivors have to go to court cases, as they often have to attend court trails.

7.2.4.7 Sub-theme 4.7: Need for protection and a dedicated safe house

Most of the participants verbalised the importance of protection for the women survivors of human trafficking and that they should be accommodated in safe houses separate from victims of domestic violence or homeless women. However, two participants (SSPP 2 and 11) shared that they feel survivors of human trafficking are over-protected and they might feel they are prisoners. The rest of the participants articulated that it is critical for women survivors to be accommodated in a separate safe house and added that safety was considered as a very important factor, because the women survivors of human trafficking are vulnerable and fragile. They elaborate on this theme as follows:

SSPP 2: *"In the safe place we think we are protecting them, we take their phones; it is a very serious challenge. They cannot speak with the outside world, for example their families. Somehow they are denied of their rights. As much as protection is needed, we are over-protecting, over-doing it. Just staying and doing nothing is a challenge for the survivor."*

SSPP 3: *"Safety comes as the first priority. Survivors should have their own safe houses, as healing process is slow. Time frame in shelter is a challenge."*

SSPP 5: *"The survivors always need safety and shelter for protection and growth."*

SSPP 6: *"The first thing we check is if the survivors are safe and they are given support. We also check if they are safe from the perpetrator. If necessary, we refer them to a shelter where the trafficker cannot find them."*

SSPP 7: *"The police are involved in providing protection to the survivors. They assist the survivors to open the case. They transport the survivors to the court for hearing."*

SSPP 8: *"They do not have a place to stay; a safe house is the only alternative."*

SSPP 10: *"Remember we mix the victims of domestic violence. Victims of domestic violence are allowed out, are allowed to have their phones, they are free and are in the same place. The victims of trafficking are not allowed going out, they are not allowed to have phones, it becomes more frustrating, it becomes worse, and it means this is like prison. So it's… it's a big challenge."*

SSPP 11: *"The survivors are brought to the shelter by the police, mostly the Hawks. Upon arrival, the phone of the survivor is removed. Each time they go to court they are fetched by the police or Hawks and they are not allowed to go out on their own. The Hawks also have the manager's phone. Women feel like they are in prison. Other ladies are also in danger."*

SSPP 13: *"The survivors need security all the time. The challenge with our shelter is in the city centre, chances are that these women can be spotted by the trafficker. So we try to keep the gate closed and locked all the time."*

SSPP 14: *"They need accommodation and protection."*

Maney et al.'s (2011:14) opinion is congruent with the research findings in this study, namely that women survivors of human trafficking can be vulnerable to re-victimisation. Therefore, they do require safe housing and services that protect them and maintain confidentiality and privacy. However, there are very few shelter beds specifically for human trafficking survivors. The women survivors of trafficking often find shelter in domestic violence shelters, hotels, or apartments provided by local social service agencies or NGOs that offer these services to increase survivors' access to safe, affordable housing options that are responsive and supportive to the needs of survivors (NSVRC & PCAR, 2012:20).

The researcher agrees with the above sentiments, as she witnessed this when she was working in a victim empowerment shelter in Gauteng. The women survivors of human trafficking and domestic violence were accommodated in the same facility. Ricard-Guay and Hanley (2014:45) emphasise the importance of transition housing and stated that it is the role of the social service provider to create an environment in which the women survivors of human trafficking can feel secure while their needs are being addressed. The social service providers in housing resources observed that the women survivors of human trafficking generally needed to recuperate.

7.2.4.8   Sub-theme 4.8: Social justice/ legal documentation

Identification documentation serves survivors in several aspects to access services. Therefore, participants elucidated the supreme importance of social justice and documentation for women survivors of human trafficking.

> SSPP 4: *"I have noted that most survivors after being rescued, they would want to go back home. Therefore, documentation becomes very important for the survivors to be able to access services. Before the survivors are taken home, it is important to do thorough investigations at the places of origins and the homes where they came from to ascertain safety and security. I believe it is rather better to help with identifying document to facilitate the survivors going home than keeping them in shelters. Sometimes other service providers they give empty promises and fail to fulfil, for example the police would promise the survivors that on a particular day they would come and take the survivors to court or Home Affairs, but they do not pitch. The survivor would wait for several days and they would not even call to apologise and give reasons for not coming. This type of behaviour by other stakeholders frustrates and demoralise the survivors."*

> SSPP 11: *"The survivors need papers or documentation to access services or travel… The Embassy of Thailand has assisted to take women to Thailand. However, not all embassies are on board. It would be helpful to the survivors if all embassies would willingly assist their citizens and facilitate their return... The Department of Justice should play an important role to assist the survivors. Justice needs to be served too to facilitate healing in the life of the survivor."*

> SSPP 13: *"Documentation is critical for the women to access services easily. Without documents, we always have to write a letter for the survivor to prove that she has no document, but*

needs services. This delays access as others services require actual Identifying Document."

It is evident that the findings in this study are consistent with research in other studies that state that trafficked survivors have a wide range of legal needs, depending on their personal circumstances and the trafficking situation they have endured. Some will need only limited legal services for a short period of time, while others will have multiple legal issues that may last for many years (US Department of Justice, 2015:10). Survivors that were rescued will in general have few personal possessions and are often not in control of their own identity documents (IDs) or passports. Therefore, the process of getting new IDs could take a long time. Furthermore, human trafficking legal cases can be expensive and time consuming, and will often require the courts to provide a lawyer who is willing to take on the case pro bono (Solis, 2015:86-87). Moreover, immigration and deportation proceedings are a key issue facing human trafficking survivors who do not have legal status (Maney et al., 2011:14). Therefore, legal assistance in collaboration with criminal defence lawyers who provide pro bono services may also help the survivor fight any criminal charges (NSVRC & PCAR, 2012:23). Finally, social justice must prevail when working with women survivors of human trafficking. Absence of equal opportunities for education, shelter, food, and employment; unpaid domestic labour; lack of access to structures of formal government power; and lack of freedom from violence will allow women to continue being trafficked (Blokhuis, 2008:43). Furthermore, the failure of existing economic, political, and social structures to provide equal and just opportunities for women to work has contributed to the feminisation of poverty, which in turn has led to the feminisation of migration, as women leave their homes in search of viable economic options (Blokhuis, 2008:43). Therefore, the DOJ must serve women survivors of human trafficking with justice by ensuring the just and effective punishment of traffickers. This would protect the survivors and promote efforts to combat trafficking in women (Solis, 2015:82).

7.2.5 Theme 5: Challenges social workers experience during the process of service rendering to women survivors of human trafficking

All the participants gave their views on the challenges they experienced when rendering social services to women survivors of human trafficking. A number of sub-themes emerged from this theme and are discussed next.

7.2.5.1 Sub-theme 5.1: Lack of disclosure

Some of the participants shared that survivors tend not to share information spontaneously during the first interviews. The possible reasons for this may be as follows, as shared by the participants:

> SSPP 1: *"The survivors need to constantly be spoken to in order to open up."*

> SSPP 4: *"I feel others do not disclose for different reasons. The do not want their family to know what exactly happened to them. This can be a challenge."*

> SSPP 11: *"Some of the victims do not want to disclose because of fear."*

Research findings are in agreement with what the participants of this research study shared. The women survivors of human trafficking may not disclose their circumstances due to a complicated relationship with the trafficker. The violence they experienced may have occurred within a larger context that also included dependence, loyalty, care, and even affection. A woman survivor of human trafficking may have many different and often conflicting emotions about the trafficker. Therefore, it is important not to judge this relationship or the survivor (NSVRC & PCAR, 2012:17). Furthermore, frequent tension may arise between a returning survivor and her family due to a lack of communication. The family is often partially or completely unaware of what the survivor has been through. This is especially the case when the survivor fears stigma, rejection, and even violence.

She may choose not to disclose her experiences at all (Morrison et al., 2014:13), which may affect the effectiveness of service rendering to the survivor.

7.2.5.2   Sub-theme 5.2: Lack of trust

The woman survivor of human trafficking often struggles with trust in others, even trust in the social service provider, due to her past experience. The reasons for this may be the following, as stated by some of the participants:

> SSPP 4: *"Survivors are affected emotionally, they do not trust anybody. We had ladies from Thailand, they were promised jobs.... they did not trust us. It was a serious case. Even if we do support groups, they would cry most of the times, they are sensitive as a result we need to be sensitive with them. They do not trust the police. The only thing they wanted to go home. They need protection."*

> SSPP 6: *"Sometimes the women survivors of human trafficking do not trust anybody, they are always conscious of anything. It is as if something is going to happen to them. They experience things like post-traumatic stress disorder so as you work with them you have to be aware of all those things. They think the trafficker is somewhere and will come and do the things they used to do to them. The survivors no longer have trust for other people."*

> SSPP 10: *"Lack of trust for those from other countries, they do not believe or sure whether they are really at a shelter or safe place. Especially those from oversees. With South Africans at least we can speak to them in local language, they seem to trust you, and it is difficult with the international victims."*

> SSPP 11: *"They are not yet sure if they are secure, they do not trust anyone."*

SSPP 13: *"They do not trust anyone and it is difficult to heal, because they always remember their terrible past."*

SSPP 14: *"They sometimes go back to the trafficker as they do not trust the social service providers, not even the police."*

Ricard-Guay and Hanley's (2014:48) perspective is in line with the findings in this study. They agree that women survivors do not trust others, because they have been lied to too often. Therefore, it is important for the service provider to establish trust with the survivor during the first contact in the intervention process. Ricard-Guay and Hanley (2014:48) further state that people in situations of exploitation are reluctant to seek help for many reasons, including the fear of reprisal and the lack of trust in social services and officials. While building trust is essential in any social work intervention, it is more important when people have experienced lies, deceit, excessive control, and violence. Banović and Bjelajac (2012:95) confirm the latter when they also indicate that women survivors of human trafficking experience distrust in general and feelings of betrayal. The NSVRC and PCAR (2012:17) are in agreement with the above sentiments and stipulate that building trust is paramount in any social work intervention effort with survivors of human trafficking. As a way to build trust and protect safety and confidentiality, the social service provider should make the survivor feel as comfortable as possible. Turner et al. (2014:8, 30) have the same opinion when they indicate that the survivors of human trafficking demonstrated a general lack of trust in law enforcement officers or immigration officials for fear of being prosecuted or deported.

7.2.5.3 Sub-theme 5.3: Exposure to court processes

With regards to the women survivors' exposure to court proceedings, research participants shared similar views. Two participants had the opinion that court delays have a negative effect on women survivors' personal development.

Three participants expressed their opinion on the court process and how it delays the progress of healing in the women survivors of human trafficking. The challenge lies with social workers, because there is a specific time frame that women are supposed to be accommodated in the shelter, namely three to six months.

However, women tend to stay in the shelters for much longer periods in order to attend the court proceedings. Below are what the participants shared:

> SSPP 2: *"The court process takes long way beyond the agreed time of residing in the shelter."*

> SSPP 6: *"I think there are a lot of consequences and challenges, as well as court proceedings. These are victims of trafficking and they are at a place of safety. As much as they are victims, they have to face the court."*

> SSPP 9: *"They were ladies who were rescued, when they went to the court, there was not enough evidence and they ended up being stuck in the shelter. The perpetrator is out there, free. No progress on court case and not much progress on their lives. None of them understood the intensity of the situation they were in."*

> SSPP 10: *"The other challenge is for those that have opened cases to testify in court; the court cases take long, the survivor can stay for 2-3 years in the safe house. During that time the frustration is high, as they are not allowed to go out without a guard. It's like they are in another prison. During that time it can be frustrating for the survivors, as there is no visible personal development."*

The above views synchronise with the NSVRC and PCAR's (2012:19) view, namely that survivors of severe forms of human trafficking are also seen as potential witnesses in their court cases. Since human trafficking is a crime against the state and also a violation of the survivor's human rights, legal assistance is necessary in both criminal and court proceedings. Berbec et al. (2015:11) state that it is therefore important that women survivors of human trafficking should be informed of the importance of cooperating with law enforcement agencies, the

possible risks as a result, their role as witnesses, and the possibility of protection during investigation and the court process.

7.2.5.4   *Sub-theme 5.4: Specialised programme*

The research study revealed significant findings since some of the participants highlighted the need to design a specialised programme that caters for women survivors of human trafficking. This articulation goes along with the purpose of this study which focuses on the design and development of a holistic social work intervention programme that can deal with the experiences and needs of women survivors. They mentioned the following:

SSPP 3: *"There is a need for a specialised programme that looks at all the needs of a woman survivor of trafficking."*

SSPP 10: *"The survivors are exposed to other clients who have not experience trafficking. The programme caters for gender-based clients and their challenges are different from the survivors of trafficking. The shelter used same policies and rules for survivors of human trafficking and other victims. It would be appropriate to use different set of policies and rules that are relevant to address the needs for victims of gender-based violence and separate set of policies and rules that are also relevant in addressing the needs for victims of human trafficking."*

SSPP 12: *"The survivors are different, they have different characters, behaviours with different problems, therefore specialised programme can also respond to different needs."*

SSPP 13: *"There is need for specialised support, because as it is now, it is difficult for the survivors to be documented, it is difficult for them to get the job, it is difficult to enrol for school. What is written on paper is not the same when it comes to implementation."*

Previous research (NSVRC & PCAR, 2012:20; Ricard-Guay & Hanley, 2014:45) confirms the findings and explains challenges that include the lack of evidence-based treatment models designed exclusively to assist victims of human trafficking. As a result, agencies often use services developed for victims of other types of trauma, such as domestic violence. However, human trafficking victims' needs may differ from the needs of victims of domestic or interpersonal violence. For example, human trafficking victims may need extended housing assistance beyond what domestic violence or homeless shelters allow, because they need more time to transition from a shelter to independent living (Postmus, Kynn, Steiner & Negin, 2016:3) Furthermore, the importance of victim-centred approaches is emphasised in protection, prevention, and prosecution efforts. Incorporating the voices of human trafficking survivors into protection, prevention, and prosecution will improve survivors' well-being, decrease future trafficking, and facilitate more effective prosecution procedures (Postmus et al., 2016:3-5). When responding to short-, medium-, and long-term needs among women survivors of human trafficking, specialised strategies for social service providers working with these survivors are needed. These specialised strategies may include guidelines for initiating discussion and preparation to meet the identified needs. Furthermore, gathering relevant resources that are critical may be helpful in meeting the needs of women survivors of trafficking. The strategies should be specialised to the style, population, and service delivery system of the social service providers (Busch-Armendariz et al., 2011:13-14). The specialised strategies should be geared towards women survivors of human trafficking and may not be suitable for victims of domestic violence, despite the fact that they share the same facilities. In this study, the researcher focused on designing and developing a holistic social work intervention programme for women of survivors of human trafficking in South Africa. Banović and Bjelajac (2012:95) add that comprehensive programmes should be specialised to promote emotional healing and assist the women survivors of human trafficking to overcome the trauma they have experienced. Banović and Bjelajac (2012:95) further indicate that the programme should also promote emotional stabilisation and social inclusion, as well as a change in policies that would upgrade the survivors' protection framework. This entails that social services rendered should adhere to a survivor-oriented approach. This

implies the development of programmes with specific activities that would meet the needs of each survivor.

7.2.5.5 Sub-theme 5.5: Trauma debriefing for social service providers working with survivors

Trauma debriefing is critical for social service providers working with the survivors. Some of the participants clearly expressed how stressful and emotionally draining it can be when working with women survivors of human trafficking:

> SSPP 1: *"They* [the victims] *feel what you are doing is not enough. Sometimes they just cry uncontrollably. As a social worker or service provider, you have mixed emotions... asking yourself, did I do something wrong?"*

> SSPP 3: *"There is need for trauma debriefing for service providers; this work emotionally drains you."*

> SSPP 4: *"I fear for my children. It affects me as a mother. When I do not see my child for five minutes, I get worried."*

> SSPP 5: *"It is painful to see them; they look lost. For us as social workers, it ends up hitting on us very hard. The experiences the survivors have gone through make us feel the pain, but we cannot cry with them."*

The research done by Andreatta, Witkin and Robjant (2014:17) is consistent with the findings of this study. These authors state that working with trafficking survivors who have been severely abused and traumatised can be a stressful and emotionally challenging experience for service providers. The nature of this work puts them at risk of vicarious traumatisation, which can impact upon their emotional well-being and their ability to function and carry out their work. Andreatta et al. (2014:17) continue to say that in order to promote the welfare of staff and prevent compassion fatigue and burnout, it is recommended that the organisation fully understands the traumatic nature of the work and its impact upon

the well-being of social service providers. Furthermore, it is imperative for the organisation to acknowledge the importance of social service providers feeling valued and supported at all times, and ensuring that social workers are offered access to counselling if they need additional help to process trauma resulting from their work.

7.2.5.6   Sub-theme 5.6: Reintegration

It was apparent according to some participants that as they work with women survivors of human trafficking, these women need to be reintegrated into society. It is therefore necessary for social service providers to prepare these survivors psychologically, socially, and economically to face the real world. The researcher borrowed the words of Morrison et al. (2014:1), who state that successful reintegration in terms of women survivors of trafficking would mean recovering from the ordeal, getting economically empowered, and social inclusion following a trafficking experience. The social service provider participants mentioned the following:

> SSPP 3: *"Those from far, it is difficult to connect with their families. Service providers should have access to their countries to link clients with their family. There is need for preparation, reintegration to be made easier by the organisation."*

> SSPP 9: *"The most important thing is that they should understand what happened to them. Why are they here? The families also should be involved. Was the family aware? This is important, because at the end of it all, they have to go back home."*

> SSPP 10: *"Some of them from the places they were rescued, they would want to see themselves in their countries back on their feet."*

> SSPP 13: *"Women survivors need to go back to their family in the community when they heal and be able to support themselves. They should not depend on men, otherwise when they cannot*

stand on their feet they go back to old life. IOM helps us by taking some of the women to their countries. We have aftercare programme to follow up those who have exited, however we have a challenge as we cannot follow up on those who are out of the country."

Past research indicates that the involvement of families during the process of reintegration is a crucial aspect, as the family can support the survivor's recovery by providing the proper support and this may even prevent re-trafficking (Morrison et al., 2014:13). However, if reintegration is not properly facilitated, many survivors are at risk of developing alcohol and substance addictions, becoming homeless, suffering deterioration of their mental health, developing debt problems with associated exploitation risks, facing obstacles in obtaining gainful employment, and being re-trafficked (Beddoe, Bundock & Jardan, 2015:27). Therefore, the facilitation of statutory services is important and would include settlement in a stable and safe environment and access to a reasonable standard of living. Furthermore, empowerment services that focus on mental and physical well-being, opportunities for personal, social, and economic development, and access to a social and emotional support are deemed critical. It may involve returning to one's family and/or community of origin. It may also involve integration into a new community and even into a new country (Morrison et al., 2014:1; Beddoe et al., 2015:5).

7.2.5.7   Sub-theme 5.7: Collaboration

Collaboration with other role players in meeting the needs of the women survivors of trafficking was one of the most important aspects that the participants referred to during the study. They explained it as follows:

SSPP 4: *"We value collaborating with other stakeholders; however, there are challenges… one of the challenges is the empty promises from the police or other service providers not being honest by not keeping their word; it is bad for the survivor as well as for us as social workers. It is as if we are all not honest."*

SSPP 8: *"Some of the survivors might be illegal and it is difficult for them to get jobs. We can help them to apply for asylum or documentation by linking them with Department of Home Affairs and embassies, but jobs are a problem as most of them have no skills. We then link them with other stakeholders who deal with skills development. The challenge would be finances as they are required to enrol."*

SSPP 9: *"We also look at which other assistance they might need while under your care."*

SSPP 10: *"The challenge again is that the Hawks bring the women, but they do not visit the women regularly. Sometimes they put the woman in a safe house and take long to follow up. As a result, the survivors become frustrated and when they are frustrated, they do not cooperate any more. The women do not see the reason of being part of group sessions, or therapeutic process. It is frustrating, because we deliver the services we are supposed to deliver, and the people who brought them here, they do not give feedback. The Hawks are normally busy, so what I do, I call the Hawks and ask them to talk to the ladies they are here."*

SSPP 14: *"We work with IOM, and other shelters like Mercy House, Beth Shan, and we also got funding from International Labour Organization. We are also part of shelter network that prevents domestic violence and human trafficking coalition in Gauteng."*

The findings of this research study are in harmony with literature which indicates that a successful response to human trafficking requires community collaboration. Law enforcement, medical and mental health providers, immigration attorneys, and local ethnic community leaders are just some of the possible partners to work with in addressing trafficking. Social service providers should be able to draw on

existing partnerships and networks established in the community, such as sexual assault and domestic violence task forces. Building collaborative partnerships is most effective if done before a crisis arises (NSVRC & PCAR, 2012:15). The focus also needs to be on supporting a multidisciplinary approach to the problem of human trafficking and how to effectively identify and serve survivors in a way that would encourage a focused partnership between the government, NGOs, and other social service providers (Turner et al., 2014:29). The researcher concurs with the opinion that social service programmes geared for women survivors of human trafficking need to identify and collaborate with key stakeholders, such as the DOJ, DSD, SAPS, embassies, NGOs, DOH, DOE, DHA, and international organisations. Furthermore, engaging with the relevant target populations and strengthening coordination among essential stakeholders should be elevated. The focus should be on addressing the gaps in service rendering and coordination to promote healing, resilience, and self-reliance (Todres, 2012:105-106).

7.2.6 Theme 6: Participants' views regarding the appropriateness and effectiveness of the different policies that address the needs of women survivors of human trafficking

The research study revealed important findings regarding the appropriateness and effectiveness of the different policies that address the needs of women survivors of human trafficking. Only two participants were unsure whether the policies were effective or not. From the interviews with the participants from various shelters, a few sub-themes emerged regarding the application of existing policies and it was evident that the implementation of the policies was a great challenge for the participants and that the survivors are not aware of their rights when they are rescued from their ordeal.

7.2.6.1 Sub-theme 6.1: Challenges with implementation of Trafficking in Persons (TIP) policies

Most participants acknowledge that policies which protect women survivors of human trafficking are good on paper. The challenge is the implementation at different levels, both in government and non-government sectors. They shared their views on this in the following way:

SSPP 1: *"The policies are good, however court cases need more preparation. The survivor needs a lot of emotional support. They need to be reminded that they are strong."*

SSPP 7: *"I think they are not working, but I am not sure about effectiveness because for them to go back home is a long process. The social worker has nothing to do when there is a case with the magistrate. Sometimes it takes six months. There is a delay somewhere, they are treated as special case and the process can affect the survivor."*

SSPP 3: *"The policies are straight forward, and most elements are covered. The human trafficking policy took long to develop; the policy covers everything. The victims have the right to compensation as stipulated in the freedom charter and I have not seen one who was compensated. We have survivors who come and go. So the problem is the implementation part."*

SSPP 10: *"You are talking about the Act. You know the TIP is a nice document, for now they are still some challenges. With the victims of human trafficking, they are a lot of role players it will be Hawks, it will be NPA and Department of Justice for the cases, it will be us the shelters, Department of Social Development, it's Home Affairs, sometimes Home Affairs has to come in, it will be the embassies and so they… is just a lot of role players. And sometimes we do not talk to each other. When rendering services to one victim, we really need to collaborate as service providers in order for us to render effective assistance to this person. Despite the challenges, shelters cannot work in isolation and in TIP all stakeholders have different roles. What is lacking is talking to each other. There is need for proper collaboration with SAPS as the main entry, because when there is a crime of human trafficking we report to SAPS. The problem with SAPS is that, the top guys would get training, but they do not disseminate*

information to those that are working on the ground. The
survivors that were finally rescued and residing in our residential
facilities, would inform us that, 'from such, such a month I ran
away from the trafficker and went to the police station for help'.
The police would in return call the perpetrator to come and fetch
his victim. The survivors identified a few police stations around
here in Pretoria that were not helpful to the victims of trafficking.
There is still need for more training."

7.2.6.2   *Sub-theme 6.2: Women survivors' lack of knowledge about human trafficking and their rights*

Some of the participants highlighted the fact that women survivors are not always aware of their rights. As such, they become frustrated with the way they are being supported by the helping professions. The participants responded on the appropriateness and effectiveness of the different policies that address the needs of women survivors of human trafficking:

SSPP 8: *"Yah, I think they are appropriate, but may not be*
effective if social service providers and the survivors are not
aware of the policies. I have noticed that the policies are meant to
protect a survivor that is if the women have the information, but
sometimes they do not have this important information."

SSPP 9: *"I think the policies are appropriate, because they are*
victims of trafficking, it's for their own safety, we want to protect
them, though sometimes it can be frustrating for them. When they
are in the shelter, they are not allowed to go to the shops, they
are sometimes restricted not talk to anyone, not even their family.
There are times that even I as social service provider am not sure
whom they could talk. Especially when there [are] court
processes involved, we do not want to tamper with evidence. At
the end of the day, it becomes a frustration emotional experience
to the survivor. For example, there was one survivor who
restricted not to communicate with her family members and when

she was given an opportunity to talk to her twin sister in August and she last talked to her in December the previous year, it was an emotional experience as it was almost a year. I feel that delays healing in the survivor's life."

SSPP 11: *"The policies are appropriate only that the survivors do not know their own rights and do not know where to get services. The policy looks good on paper; implementation remains to be a challenge. Therefore, services need to improve in order to meet the needs of the survivors."*

SSPP 12: *"The policies are effective. However, most women are not aware about the policies."*

Recent research agrees with the empirical findings in this study, namely that the women survivors' lack of understanding of the rights jeopardise their chance to exercise these rights (Turner et al., 2014:8) Their lack of knowledge about their rights, as well as available services and how to access them proves to be a challenge. Sometimes survivors feel they do not deserve any services because of what had happened to them (FCJ Refugee Centre, 2016:10). The women survivors of trafficking continue to lack access to information following their rescue, which increases the risk of being re-trafficked. In many cases, women survivors of trafficking will not be aware of the fact that they have been trafficked or that they are entitled to assistance or benefits as a result of their situation (Gowri, 2011:3). Victims are often not aware of their rights and obligations and it is important to inform them of the possibility of opening a court case against the traffickers so that their belongings will be returned to them and they can be compensated for harm, injury, and damages suffered during trafficking (Berbec et al., 2015:11).

The human rights of trafficked persons as stipulated in the Charter of the UN (UN, 1945) and the Universal Declaration of Human Rights (UN, 1948) confirm that rights are universal. The UN Handbook 2017-18 (Ministry of Foreign Affairs and Trade, 2017) continues to say that under the auspices of the Human Rights Council (HRC), the Universal Periodic Review provides the opportunity for each

member State to declare what actions it has taken to improve human rights in its country and to fulfil its human rights obligations. This means that human rights apply to everyone, irrespective of their race, sex, ethnic origin, or other distinction. Trafficked persons are entitled to the full range of human rights. Even if they are outside their country of residence, international law is clear that trafficked persons cannot be discriminated against simply because they are non-nationals. In other words, with only some narrow exceptions that must be reasonably justifiable, international human rights law applies to everyone within a State's territory or jurisdiction, regardless of nationality or citizenship and of how they came to be within the territory (UN, 2014:6). The PACOTIP Act 7 of 2013 stipulates clearly in Chapter 5 (24) the need for the accreditation of organisations that provide services to adult victims of trafficking. Section (26)(a) continues to say any programme offered by an accredited organisation must offer:

"(i) The provision of accommodation to adult victims of trafficking

 (ii) The provision of counseling to adult victims of trafficking

 (iii) The reintegration of adult victims of trafficking into their families and communities."

Furthermore, section (26)(b) states:

"(i) the provision of rehabilitation and therapeutic services to adult victims of trafficking

(ii) the provision of education and skills development training to adult victims of trafficking."

7.2.6.3   Sub-theme 6.3: Caregiver programmes

Some participants voiced that appropriate policies would take into consideration the need for service providers' programmes. Such programmes should take care of the needs of service providers working with the survivors of trafficking, as they are also traumatised as they journey with these wounded survivors. The participants voiced their views as follows:

SSPP 4: *"We work with traumatised clients, who have gone through terrible experiences. Confidentiality is important. As workers we have professional values... I talk for myself, when I*

work with the survivors it affects me emotionally. There is need for care givers programme."

SSPP 13: *"Working with the survivors can be traumatic. One woman was picked in Sunnyside by outreach workers, very sick and thin. She was in pathetic situation and her condition broke my heart. Human trafficking cases evoke sad emotions in me. At the end of the day one needs counselling."*

The above sentiments are in harmony with what Berbec et al. (2015:27) said when they state that talking to victims of human trafficking also affects the social service provider. All social service providers who work closely with traumatised people should take the time to make themselves aware of their own emotional state and what they need to do to protect themselves from exhaustion while continuing to work professionally and with compassion.

7.2.7 Theme 7: Initiatives of all role players in South Africa in addressing the needs of women survivors of human trafficking

The current study found that there are an existing number of initiatives in South Africa that render services to women survivors of human trafficking. However, the services are not synchronised and women survivors of human trafficking end up being pushed from pillar to post. The participants explained it as follows:

SSPP 1: *"The Hawks work underground to rescue women and bring them to shelter. They are supposed to work hand-in-hand with the police and the shelters to support the survivor, but most of the times there is communication breakdown. They would bring the survivor to the shelter without informing us and it becomes a challenge when the house is full. Home Affairs help with documentation. The process of getting documents take long, this becomes a challenge for the shelter in facilitating growth and healing of the survivor. DSD's role is to support the shelters with financial subsidy and quality control of services. The finances do*

not come on time as agreed as a result; shelters operate on bankruptcy for a long time. This affects the quality of services to the survivors."

SSPP 2: *"The Hawks are the big role player. DOJ sees that the perpetrators go to jail, however not many are prosecuted. The courts have a lot of backlog, as such most perpetrators are free while the survivors suffer. The hospitals or Department of Health is for treatment. DSD we work hand-in-hand we are happy with our partnership. They fund transport for the survivor. At the hospital they do not queue, they just go straight for treatment. I have noticed that these initiatives face challenges due to power communication and commitment among the stakeholders."*

SSPP 3: *"The Hawks and the police are playing the major role in taking the victims to court. The courts are playing the major role in prosecuting, though the cases take for ever. The embassies play a major role, especially those from Asia; they help us with interpretations. However, not all embassies do assist, therefore, there is need for other embassies to come on board in assisting their citizens."*

SSPP 4: *"We work with the police, other NGOs and churches, courts. Most of our awareness programmes run in the courts. Most people do not know this human trafficking. Other departments need to join in, such as Department of Education, Department of Home Affairs and Department of Health. The challenge is that other departments work in isolation and this result in duplication of services. We need to raise awareness to all communities."*

SSPP 5: *"SAPs, social workers from other organisation St Joseph, community development workers, child care workers,*

and DSD work with the survivors. However, they need to synchronise the services to meet the needs of the survivors."

SSPP 6: *"SAPs, the dockets are open, they look for the perpetrator/ trafficker. The courts give the trafficker a sentence. It is where the magistrate is getting involved. Health is very important, as we will take the woman checked and get help medically. Other social workers in other organisations where we refer the victim when need arise. Thuthuzela centers are also helpful."*

SSPP 7: *"The courts, detectives, and investigators they should take the case as a special case. The court delays, the investigators and detectives also delay. Maybe they need to push the cases as victims are in a strange country. It is frustrating for the victims, as they wait for a long time. It is stressful. One of the survivors said, 'It feels like you are not being helped... even if you watch TV, you can't understand the language... you feel like you are in prison... It is secondary trauma'."*

SSPP 8: *"Mostly what we need is the financial assistance, as those survivors have diverse needs, including food. Municipality assist in the provision of accommodation for survivors and homeless women…"*

SSPP 9: *"There is a lot, other entities do awareness. We have Home Affairs working to combat human trafficking; one of the initiatives is the abridged birth certificate of children that it should have the name of father and mother. If the mother is travelling with the child the father must give consent. Salvation Army has a lot of programmes for human trafficking. This year they went to the sex-po, this they do at night and they went to give awareness, they also went to the malls, just to show how easy one can be trafficked. When people say jobs, jobs in America, and many*

people were filling in forms to find job in America without asking questions... even professionals were filling in the forms. They put their details in the database and send them SMS's to tell them that they were tricked, you could have been trafficked. They also have programme for truck drivers, they sensitise truck drivers. They go to truck depots and give them stickers. They educate them about human trafficking. Some of these women are trafficked through truck drivers. Sometimes they are involved without knowing that by providing transport they are trafficking women. There is also another organisation; works at the airport and it is called Tiny Hands. They give awareness at the airport concerning human trafficking. There also organisations like ourselves that we do awareness around the community. Social Development also works during human trafficking month; they give special attention. We also do awareness, empowering, and equipping the NGOs, other stakeholders."

SSPP 10: *"Home Affairs we need them for documentations for both South Africans and international ones. The international ones are given a provincial one if they have a case with the court which is renewed every month, it is form 23, it is according to the TIP to allow them to stay in the country. It allows them to stand and testify. Home Affairs come here every month to renew. NPA, the prosecutors also come here to interview the victims, they represent the client in the court. Forensic social workers come, sometimes NPA brings their own psychologist. 'Akiri', the social workers focus on victim's impact statement report to monitor the client from the time she was admitted. This monitors client's progress from traumatic situation to current; maybe she has gained weight. You also look at the woman who lost out after being trafficked, maybe she was working, or family relationship, children. All that is taken into consideration."*

SSPP 11: *"Home Affairs for documentation. Police operate as investigators, Department of Justice or courts for prosecution. Embassies are also involved. It is necessary for service providers to know who does what for the benefit of the survivors."*

SSPP 12: *"The shelters provide accommodation and counselling. However, it was apparent that services need to be synchronised to avoid duplication. It would also be helpful if all role players would have information of services rendered by other organisations or stakeholders."*

It is evident from previous research that the initiatives of all role players in South Africa in addressing the needs of women survivors of human trafficking are imperative. The complexity of human trafficking investigations, which include investigating a variety of criminal activities such as drug trafficking, organised crime, and sexual assault, makes collaboration and coordination initiatives among a variety of entities and jurisdictions necessary. However, parties must be aware of each other's respective roles and work closely together (American Psychological Association, 2014:51).

7.2.8   Theme 8: The resilience of women survivors of human trafficking

The study divulged fascinating outcomes on this theme. There were different opinions amongst the participants with regards to the resilience that women survivors of human trafficking demonstrate as they go through the restoration process. The majority of the participants indicated that most survivors demonstrate a willingness to bounce back and move on with their lives. A few participants had a different view and shared that some of the survivors lose hope in the process. Therefore a few sub-themes emerged from the interviews.

7.2.8.1   Sub-theme 8.1: Hope to heal and restart life

The majority of the participants acknowledged that women survivors demonstrate a high level of resilience despite the traumatic experiences they were exposed to. The participants mentioned the following about this aspect:

SSPP 1 mentioned that the women survivors of human trafficking are ready to heal, she quoted one survivor who said: *"I need to be back, to start new life, I have been through a lot... let me do something else".* Thus SPP 1 said: *"There is determination to heal."*

SSPP 5 alluded to the fact that the women survivors demonstrate resilience: *"Yes they show that they want to heal. They really want to go back to their countries... they miss home. Sometimes they cry... 'why did I agree to come they lied to me'."*

SSPP 7: *"Some of survivors are positive, they have hope after whatever happened. After counselling they are able to accept, able to win their lives. But some of them they cannot, because they are hopeless, they feel pain to deal with this, it will take long to heal. Even when they are discharged it is a process. Some will take long. On that I can say that people are unique and they do not dealing* [sic] *with challenges the same way. Some will take long to recover."*

SSPP 8: *"The women I saw after counselling had a lot of hope; they want to be given a second chance. Initially they want to work themselves and ended up being sex slaves. They would realise that that was just a passing phase. They know that if they get a job. After they were rescued, they would want to pick up and support themselves."*

SSPP 9: *"With my experience, the ones that I had, they wanted to go out, they did not see the reason of keeping them in the shelter.*

They wanted to go home to continue with their lives, as I said earlier on it is like their lives are kept on hold. So going home is their option."

SSPP 10: *"It depends, it depends with individuals. Some of them they are really thankful that they are rescued from the situation free and they know that they have lost a lot of time. Those who were working and when they see their friends that have progressed, and how far they have gone, they would want to really move on with their life, they would want to stop whatever bad things that they were doing. They are those that might feel that the life was better than the shelter, because they would get drugs, the thinking that they cannot go out, the thinking of freedom and not something constructive, the thinking that they will have material. There is this one girl, the first day I sat with her in an interview, she was brought up by her aunt when her mom passed. She said 'tell her am safe now, I do not want to use drugs'. And she is focused wants to go back to school."*

SSPP 11: *"They are ready to heal, they have not given up. They want to go back home, some would be crying... they missed their children. Some loved gardening as a process to facilitate healing."*

SSPP 13: *"They can be healed. They work towards their healing, you can see that some survivors want to heal. There was one woman who really worked towards her well-being, when IOM took her home she was doing very well."*

7.2.8.2   Sub-theme 8.2: Hope for the future

Many of the participants shared their views regarding the survivors' future after their traumatic experience. They discussed how the trust of survivors is destroyed by the trafficker's empty promises. Below are the voices of the participants regarding the survivors' hope for the future:

SSPP 2: *"Some survivors feel that being in a shelter it is a waste of time, while others comply. I understand that the shelter is a different environment and they hope to have a better future. However, we should remember that they were lied to before; as a result, they have trust issues. There is need to build trust between the survivor and the service provider and hope to dream for their future. It takes time to build trust and a better future."*

SSPP 3: *"Since the survivors' privacy was violated, they have trust issues; they are scared emotionally. For them to open up, it takes long and becomes a challenge for both the survivors and the social workers. While some women are hopeful, resilient and show the need to move forward with their lives, others see their situation as hopeless. Therefore, as social workers, we take a session as it comes, starting at the level of the survivor. For those who seem to have no hope for the future, healing process is a slow process and that would make the woman to stay in the shelter longer. However, the policy of the shelter would stipulate that they should stay in a shelter for a specific timeframe, for example, the standard is that they have to be accommodated for three months."*

SSPP 4: *"One cannot tell whether they have hope or not. They look confused, they blame themselves, their memory is poor and slow, they forget easily. What happens is that today they say something about being hopeful and resilient, the next day they will tell you I forgot this and that and shows no hope. Every day is like trauma to them; they are not resting and feels hopeless."*

SSPP 6: *"Most of them have given up. After talking to them and meet other women who went through similar challenges they start opening up. I see this from the women from china; they were very broken and they later started opening up. They know that they*

are not alone. I think through the support from us, they become
positive and resilient. Our support is very, very important."

Previous publications are in line with the findings of this study. The victims of human trafficking have hope and the potential to be resilient (Sari & Khairunnisa, 2014:160). Resilience is articulated as both the capacity of women survivors of human trafficking to navigate their way to health-sustaining resources after experiencing trauma, including opportunities to experience feelings of well-being, and a condition of the individual's family, community, and culture to provide these health resources and experiences in culturally meaningful ways (Morrison et al., 2014:2). Resilience or recovery from this deep trauma of trafficking entails the ability of the woman survivor to integrate her experience of being trafficked into her life narrative, without experiencing severe dissociative symptoms. For example, One Thai woman explained: "It happened. I accept that it happened, and I struggle every day" (Carter, 2012:35-36). The authors suggest five building blocks as the basis of reinforcing resilience in the survivors. These building blocks consist of trust, autonomy, initiative, industry, and identity stages. This formation begins at the stage of having hope and trust, which mostly forms the aspect "I Have". Each woman survivor of trafficking has someone who can be trusted, allowing her to feel safe, pleasant, and prosperous. Then, in the stage of autonomy and identity, mostly forming the aspect "I Am", women survivors of human trafficking can be independent, hopeful, and confident, forming who they will be. In the stage of initiative and industry forming the aspect "I Can", women survivors of human trafficking have the potential to develop in their social life by actively participating in their environment. These stages of the establishment of building blocks determine whether a woman survivor of human trafficking has hope and high resilience or not (Sari & Khairunnisa, 2014:161).

7.2.9   Theme 9: Recommendations for best practices to render an effective service to women survivors of human trafficking

The participants gave their views regarding recommendations for best practices to render effective services to the survivors. These recommendations will be shared in the sub-sections below.

7.2.9.1 Sub-theme 9.1: One-stop centre or an all-inclusive services centre

A great number of participants voiced their views that an all-inclusive social services centre would be appropriate to render effective services to women survivors of human trafficking. Below are some of the statements made by the participants of this research study:

SSPP 3: *"The survivors should have their own safe houses. As social workers, we should see how best the survivors can be assisted by asking around how other countries address this issue, how long does it take to break the walls, for the survivors to heal. Compensation to the survivors is also needed. Compensation as stipulated in the freedom charter should be implemented. With regards to skills development, training, centres should be linked with shelters to form cooperatives to help empower the women so they can become self-reliant. Most women are trapped because they do not have skills and jobs."*

SSPP 6: *"I think if there could be more Thuthuzela care centres, yes. Maybe if every hospital be a Thuthuzela center that would be a great initiative. Because everything is organised; there is a sister in charge, there is a coordinator that is going to give the survivor food, the police don't take long to come, the services come to the victim and this prevents secondary victimisation. The space is just conducive..."*

SSPP 9: *"In my view, I think if they would be a centre that specialises on human trafficking, that has everything all in one place; clinic, one doctor, one nurse, they have a psychologist. A one-stop centre that could have everything that the victims need. I cannot say that our shelters are not equipped. There is need for one-stop centre that should have everything that the victim needs. In our shelters we try to provide everything, but if the victim needs to go to clinic, this up and down you must take them, is not good. If only we can have a centre that specialises in*

human trafficking victims can get assistance or help. With this human trafficking you cannot have a support group with others, but I think support group is very important because it has people who have experienced the same and at the end of the day when you have the victim who has given up in life that does not to hear anything and she is surrounded by those who are also victims, it helps. It could be proper to conduct support groups with people who have experienced the same challenges. As it is now, we have one victim in our centre, there is one victim in Ikhaye Lethemba, one here. You cannot put them in a common ground like putting them with victims of domestic violence and their experiences are not the same and not related, they are completely different."

SSPP 10: *"As for me my view is that mixing victims of trafficking and victims of domestic violence poses a problem, a challenge for us staff. In actual sense, we tend to treat the victim of human trafficking differently from other victims. This practice ends up offending the other clients and they do not understand why the difference. During service delivery, it is as if victims of human trafficking are special, especially when it comes to diet. Maslow's law hierarchy of needs stipulates that the basic needs come first; that's where you start by providing special and expensive food. Service delivery process seems it favours the survivors of human trafficking. My wish is that we should have a place for them the survivors of human trafficking and focus on own healing programmes. On the other hand, the victims of human trafficking complain when they not allowed to go out of the shelter as other women. They need to have their own place where they can be properly monitored and get relevant help."*

All women survivors of human trafficking should be housed within a similar setting, regardless of their nationality. However, they should be housed separately from other victims of domestic violence and meticulously respond to the abuse they

have sustained (Immigrant Council for Ireland, 2014:5). Wherever possible, victims should be able to access a "one-stop shop" (UNODC, 2015:410; UNODC 2008:382). The author documented the concern that when the centre is not a specialised facility for victims of trafficking, it is not an appropriate environment for the survivors for a number of reasons. Firstly, mixing men and women can expose vulnerable women to further grooming and exploitation. Secondly, there is lack of privacy when survivors share bedrooms with victims of domestic violence. Thirdly, it can pose a challenge to apply a personalised approach, as social service providers may not be aware of the needs of the survivors of trafficking. Finally, there is a high possibility that traffickers will be able to access victims (Immigrant Council for Ireland, 2014:5).

7.2.9.2   Sub-theme 9.2: Therapeutic skills development and empowerment

The participants articulated that skills development and empowerment can be therapeutic to women survivors. Women survivors who are empowered with diverse skills demonstrate satisfaction and self-confidence. They are motivated to carry on with life without much support.

> SSPP 1: *"Self-development is the key. Even though they do not verbalise their needs, they do through craft. It is important to know where they are going through craft, to have a purpose in life. Follow up on progress of growth for the survivors is important."*

> SSPP 2: *"The restoration and healing book that we use is helpful. However, it is too structured and it might not work for all the survivors of trafficking, as people are different and each is unique. The other best practice is the one we have adopted in this shelter, it is craft therapy. Skills development through craft therapy and fabric painting encourages the survivor to create something that gives a picture on how they are feeling at that moment. We watch the colours they use, black, yellow, green, we can see the developmental stages of the survivors with regards to emotions and healing."*

SSPP 4: *"We need to use churches to raise awareness. Schools are the best places to raise awareness. Children need information more than anybody. The challenge is that we are not allowed to enter schools. I feel we are not doing enough. I feel the schools need more awareness especially girl child."*

SSPP 7: *"I think if our government can have a new system so that all the stakeholders should understand human trafficking cases. Other stakeholders do not understand and they take these cases as just a normal case and they do not take these cases seriously. Stakeholders should be aware of their role and who does what."*

SSPP 8: *"I would like to see them going forward, self-actualisation. In our organisation we offer training on different skills. Some survivors were trained by the best designers in South Africa who offer their services for free as their social responsibility. The women survivors were taught how to design, cut, and saw and the end of that training each woman was given a sewing machine. The aim was that they should mobilise others and start their own business. We also teach the women life skills like cooking, baking, and catering services. The survivors that are accommodated in this shelter are given duties, they are encouraged to cook breakfast, lunch, and supper for themselves and they are allowed to start food business or sale some food to raise some funds."*

SSPP 11: *"It is a best practice to empower women with skills, as most of them if not all need jobs. There is need to support them with projects that can earn them some income. Depending on the level of education of the survivor, one should focus at their strengths then look for sponsors or start cooperatives so that they can help each other. Home Affairs should be lenient enough to give them work permits to be legal."*

SSPP 12: *"Activities like cooking, beading, sporting, gyming, [and] yoga are important. Some survivors have taught the workers some activities and I have seen that such brings healing and bonding. It is important for survivors to work with fellow survivors to get healing.*

The views indicated in the available literature in this field synchronise with the empirical findings in this study. The multifaceted and complex phenomenon of trafficking in women must be addressed at various levels in order to empower and equip women survivors with sustainable skills (The Protection Project, 2012:1). Existing literature adds that empowerment approaches, most often established by NGOs that provide direct services for women survivors of human trafficking, vary depending on the organisation's philosophy and target population. Services typically include information about sexual health, commercial sex myths, targeting and recruitment tactics, as well as safety planning, identifying resources, and building self-esteem (American Psychological Association, 2014:47). Furthermore, service providers should assist survivors, depending on their needs, to set up realistic employment goals corresponding to their abilities, skills, educational level, and the available employment opportunities in the area. Efforts should then be made to provide the skills development training necessary to realise such goals. Furthermore, skills development training should aim to impart the necessary skills to find employment and should be offered on a case-by-case basis, taking into consideration the survivor's needs and in accordance with a comprehensive reintegration assessment (Berbec et al., 2015:9).

7.2.10 Theme 10: Collaboration between service providers, organisations, and institutions in ensuring effective assistance to women survivors of human trafficking

The majority of the participants interviewed confirmed that they work in collaboration with other stakeholders. Some of the participants informed the researcher that they could not work in isolation to support the healing process of the women survivors of trafficking. Most of the participants unanimously mentioned that they network with several stakeholders and this is how they phrased it:

SSPP 1: *"Collaboration with other shelters is excellent."*

SSPP 2: *"Networking is very important, one cannot work alone. As a service provider, know your limits. There is need to refer for specialised services depending on the need."*

SSPP 3: *"We are in collaboration with SAPS, but they need to be educated on human in women issues as they often send the survivors back to the trafficker. There is need to collaborate with Further Education and Training colleges and the government to bridge the gaps by training the ladies and absorb them in the working sector."*

SSPP 4: *"We work with Department of Education, Department of Health, we also work with DOJ, as it deals with courts. Schools should open up for awareness and human trafficking information be included in the curriculum."*

SSPP 5: *"We work with Women in Touch, taking care of the youth; they teach drama, dance, poems."*

SSPP 7: *"We work with police, doctors, and other organisation in Pretoria, other NGOs like The Potter's House."*

SSPP 8: *"We work with organisation like Kungwini Welfare* [Organisation] *in Pretoria East. We also work with Alfonso Children's Home to accommodate boy children who are 14 years and older. We also have an agreement with them to accommodate some of the women when we are full. We work hand in glove with Sunrise Clinic where we refer our women for treatment and they give our women from Mali Martin shelter a discounted price. Lotto helps our shelter with funding."*

SSPP 9: *"We collaborate with the organisation that have well developed programmes, like Salvation Army and Tiny hands. For example, Tiny hands have no shelters; they therefore refer the victims to us. However, most referrals come from DSD and iKhaya le themba, since they also accommodate victims of human trafficking."*

SSPP 10: *"We do have forums and a rapid response team. I will start with the provincial task team for victims of human trafficking, this one has got all the departments like Department of Labour, Education, Correctional Services and the provincial government. This collaboration is important, because we need each other, the SAPs Home Affairs, DOJ, NPA, tertiary education like UNISA. We meet quarterly with IOM, and other organisations like NGOs, including National Freedom Network. In these forums we discuss plans on joint awareness campaign, we discuss the challenges that we experience, the cases that each organisation have accommodated or rendered services to. Further, we discuss the programmes that we have and we then agree on organising capacity building workshops to capacitate service providers. DTI* [Department of Trade and Industry] *is part of the forum including the Rapid Response, even if they are a smaller team that represents the shelter. This team also works with the social department, NPA and HAWKS. In this collaboration they only discuss the cases progress with the courts, the challenges*

experienced, and motivate why the court processes should speed up. Rapid Response as an organisation attends to immediate needs of cases such as transporting the survivors to access services."

The above empirical results correspond to a number of studies which state that to ensure effective assistance to women survivors of human trafficking, the legal community, law enforcement, and social-services programmes must work interdependently to provide survivors with recovery resources (Solis, 2015:84). In the case of this study, participants highlighted different entities that would require working in collaboration with each other to ensure effective assistance to women survivors of human trafficking in South Africa. The diversified needs of women survivors of human trafficking can be met only through coordinated actions of government institutions, NGOs, and international organisations. Out of the pool of services rendered, housing appears as a basic need that involves help to obtain food, clothing, hygiene, and other basic resources for life. The survivors often need medical assistance for acute health issues, STDs, and drug addiction. Concurrently, psychological support and assistance is considered critical (Banović & Bjelajac, 2012:95). The most critical factor with respect to assistance and support programmes for victims of trafficking is to ensure that the services they provide are comprehensive and integrated. Assistance with regard to medical, psychological and legal services, accommodation, and education and training will not function satisfactorily in isolation. Services must work closely together in coordinated and participative ways, in the best interests of the victims they are assisting (UNODC, 2015:410). Another critical service that is needed by most women survivors of trafficking is legal support through normalising the legal status of the survivor through the provision of all relevant identification documents. The DHA becomes helpful in the provision of legal status documents. Adequate security measures are needed for the survivors to freely access health and social support, as well as court proceedings, where the survivors may appear as witnesses (Banović & Bjelajac, 2012:95). The role players would be the SAPS, the DOJ, and NGOs. The education and employment is imperative for the sustainable reintegration of the women survivors of human trafficking. Research findings have harmoniously revealed that the best way to assist women survivors of human

trafficking is through the committed involvement of (a) NGOs, (b) corporations or the private sector, (c) academia, (d) the media, and (e) faith-based organisations. This could be done by: (a) raising awareness about the various issues related to trafficking in women, (b) empowering at-risk communities and individuals to make them less vulnerable to the lure of traffickers, (c) assisting in identifying victims and investigating trafficking cases, (e) providing services to survivors to guide them along their rehabilitation and reintegration path, (e) conducting research on various aspects of the problem, or (f) advocating for legislative or policy change (The Protection Project, 2012:1). It is further documented that some survivors have particular needs, for instance to reconnect with family and rebuild interpersonal and intimate relationships. These needs can solely be fulfilled through all-inclusive and institutionalised programmes that include detection and identification, rehabilitation, short-term reintegration, and sustainable social inclusion (Banović & Bjelajac, 2012:95).

7.2.11 Theme 11: Social workers' understanding of a holistic programme to address the needs of women survivors of human trafficking

During the one-on-one interviews, a great number of participants shared interesting and similar views on their understanding of a holistic programme for social workers to attend to the needs of women survivors of human trafficking. Their views were grouped in two sub-themes.

7.2.11.1 Sub-theme 11.1: Focus on the wholeness of women survivors
Some of the participants focused on the wholeness of the woman survivor of human trafficking and articulated their views as follows:

> SSPP 1: *"A holistic programme helps the survivors to understand where they come from. They should be in a welcoming environment. They should focus on their goal. Gain their trust to open up."*

> SSPP 2: *"The holistic programme takes into consideration the wholeness of the person in totality; the beliefs, ideals, emotions,*

and the important people in her life. We also need to take in consideration of the ideas and beliefs of the client, for example Christianity. One cannot impose."

SSPP 5: *"It means to get healed. Let them open to relieve the anger, talking would help. It is to be healed and become a better a person."*

SSPP 8: *"We look at the client holistically, like some of them will be emotionally abused or physically abused, we look at their strengths, we try to boost them, we look at the environment, and we look at the relationship with the family and communication with the family. You know one cannot live in isolation. We try to look at everything, so that they can go back to the society. The environment is critically looked at so that when they leave the shelter, they are safe."*

SSPP 9: *"I think looking at the wholeness of the survivor entails looking at the woman in a holistic manner. Holistic manner would address the needs of the victim as a whole, all the needs that they have. It will address all the social needs, the psychological/emotional needs."*

SSPP 10: *"Holistic is looking at the victim in totality, attending to the mind, physic, and not forgetting the family or other people, the world outside. When they are here, they get counselling. We need to look at reality, know the family background. Also bear in mind that the victim will be excited after the court case, that is if she has to testify. If she will not go back home, find an alternative place as soon as possible, find a place to fall back on, otherwise where will she go? Explore other institutions for longer term, because if you cannot find a place chances are that the victim will go back to the trafficker. So we look on those lines, education, some are taken for rehabilitation, where she learns skills, life*

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skills programme. For example, one of the survivors was involved in indoor activities, as well as outside. She was also working outside, in a restaurant. As a social worker you need to know where other resources are. Regarding psychosocial support, we have a network of psychologist."

SSPP 11: *"Emotionally, psychological, physical, financial (Pause)... Thus, looking at the wholeness of the woman survivor through counselling and meeting the basic needs."*

SSPP 14: *"I think holistic programme means looking at the woman holistically, the woman has a lot of needs, you answer if all the basic needs are they met, including the need for family. Are all the social needs met, psychological needs met, spiritual needs met, it should include multidisciplinary team. While serving this woman all stakeholders, including churches, businesses, private and public, should be involved. We belong to a community, so all her needs should be covered, spiritual, social, psychological, and emotional. It is good that research is being done on trafficking in women. There is still a lot that needs to be done in order to meet the needs of the survivors."*

Research has confirmed that issues of trafficking in women should be addressed in all professional capacities, such as research, education and training, advocacy and public policy, public awareness, and practice. This means that aspects that affect women survivors of human trafficking must be addressed at multiple levels of the social ecological model, from individual protective and risk factors, to societal and policy factors (Report of the Task Force on Trafficking, 2014:53). Furthermore, social work as a discipline that explores the depth and breadth of human behaviour in relation to social aspects must critically understand and address the multiple intrapsychic, developmental, interpersonal, relational, social, cultural, religious, educational, institutional, societal, and economic issues that intersect and contribute to the phenomenon of trafficking in women (Report of the Task Force on Trafficking, 2014:53). Finally, the views of the participants are

evidently closely linked to Proposition 3 of the PCA that articulates wholeness and unity of the organism in a phenomenal field. The woman survivor of human trafficking reacts as an organised whole to the traumatic encounters. Therefore, the social service providers should realise that the self of the survivor derives from all the experiences that form the self, and none can be ignored when trying to understand the self of the survivor. The social service provider needs to understand that the survivor, along with her ideas, feelings, behaviour, needs, values, and physical attributes, may be regarded as contained in the circle (Grobler et al., 2013:21). This means that social service providers cannot choose a part of the survivor they want to deal with. They need to deal with all the aspects of the survivor, because they work together to make up the self of the individual and do not exist in isolation.

7.2.11.2 Sub-theme 11.2: The need for synergy between role players and the promotion of skills development and cooperatives/ entrepreneurship among women survivors

Some of the participants focused on synergy as their understanding of a holistic programme, with the aim to promote the soft and hard skills of the women survivors of human trafficking. Soft skills are essentially people skills, which encompass a wide range of personal and interpersonal attributes for one to thrive in different contexts. They are the complete means of women survivors' social, analytical, and critical thinking, communication, and self-management behaviours (Cukier, Hodson & Omar, 2016:2). Participants shared their views as follows:

> SSPP 3: *"All the stakeholders are involved, the Hawks, police and education, they work together to assist in cooperatives to help the women survivors."*

> SSPP 4: *"We have restoration programmes, we need to involve pastors for spiritual healing. Encourage skills development and cooperatives to promote entrepreneurship among the women survivors."*

SSPP 6: *"I think if healed, the woman should not be dependent on us. Teach the women how to do things own their own. So we give them some skills like sewing, hair dressing, yes, and cooperatives. They will be able to stand to make money and maintain themselves and their families.*

SSPP 7: *"It is about working together as a team, and then to achieve the goals of the service and to achieve... the clients... according to the way the client will feel that she is helped. Sometimes you can do your part and you see that other stakeholders they failed at the end, whatever you have done will end up like nothing. And you cannot push people to do their job, but if you work together as a team you achieve more."*

The skills discussed in literature correlate with the healing and restoration ideas or themes that were mentioned by some of the participants in this research. These are a set of skills which includes how women survivors of human trafficking relate to each other by communicating, listening, engaging in dialogue, giving feedback, cooperating as group members, solving problems, contributing in group sessions, and resolving conflict (Padhi, 2014:1). In short, these skills are a set of personal elements consisting of communication skills, problem solving skills, team working, critical thinking, leadership, management skills, lifelong learning ability, and interpersonal skills that women survivors of human trafficking would need to develop to face the world (Idrus, Dahan & Abdullah, 2014:17-18). In addition, hard skills are also crucial for the women survivors to acquire. These are technical, administrative procedures or business skills. The latter are typically easy to observe, quantify, and measure and they are tangible. Some tangible life skills programmes that could be developed specifically for survivors of human trafficking could be the involvement in cooperatives, grocery shopping, job searches, resume writing, art and crafts, sewing, beading, and many more, and these are congruent with the views of the participants (FCJ Refugee Centre, 2016:7).

7.2.12 Theme 12: Content of a holistic programme for social workers to attend to the needs of women survivors of human trafficking

Participants provided their views regarding the content of a holistic programme for social workers to attend to the needs of women survivors of human trafficking. From the views below, it was evident that participants meticulously shared ideas that would be of importance when designing and developing the intended programme for this study.

7.2.12.1   Sub-Theme 12.1: Empowerment and reintegration

A good number of research participants acknowledged that a holistic social work intervention programme should include the empowerment and reintegration of the survivors. Below are the statements they made:

SSPP 1*: "A holistic programme should contain material for Self building up, sense of belonging, games or play, DVD, storytelling, read real life testimonies, diary for the survivors to write their thoughts."*

SSPP 2: *"Listening carefully to the survivor, as what the survivor says directs me as I interact with her during the assessment process. I believe there is no one size fits all method. As I listen to the emotions one is able to come up with a programme, as the client is involved and participating in the process. There is no need to impose my views. Allow the survivor to participate, to design a programme, they will take ownership, it is theirs. This programme cannot be managed by managers, as they are not social workers. It becomes contradictory to my ethics. Social workers have ethics, theories, and skills that enable them understand human being. It would be good that the managers who render services to survivors are qualified social workers."*

SSPP 8: *"My programme will focus on how to integrate them in the community. For the woman who has been trafficked and*

abused, it will be difficult for her to trust again. For me it will be to build their trust first, to let that fear to go away. In our organisation we have life skills and we link the survivors to skills and cooperatives. When they are equipped with skills, they will not go back again. The purpose would be to empower these women, they should understand. Woman must learn to depend on themselves, as a woman you must be financially stable and not to depend on a man. As a woman, use every opportunity that comes your way. In return they should empower other women. Women must be able to be independent."

SSPP 9: *"A holistic social work programme should focus on a number of aspects like empowering or empowerment of victims with skills and proper reintegration. I think a programme that would help the survivors should include court preparation. I think educational programme for human trafficking is needed as I said earlier on that they do not understand that they are victims of trafficking. The service providers also need to be well-educated for them to identify the survivors."*

SSPP 12: *"I think, it would be helpful if survivors should teach each other skills development to grow and to stand on their own. They should be involved in cooperatives that are sustainable. Have support groups of women survivors to encourage and motivate each other."*

The above results from the empirical study correlate with several other studies with regards to empowerment and reintegration. Well-developed economic empowerment programmes for women survivors of human trafficking could empower survivors to confidently re-enter society and they might be able to earn sustainable and independent livelihoods (Gowri, 2011:4). This requires the provision of educational training and training on work readiness, including community-based skills and functional skills (Gowri, 2011:4). The main purposes of education are the holistic development of character and capabilities, the

acquisition of specific skills, the realisation of intellectual, physical and spiritual potential, and the training of human capital (Idrus et al., 2014:18). Social service providers should assist in nurturing the survivors' creativity and inner strength to improve survivors' social skills in daily life and to empower survivors to participate in advocacy to abolish human trafficking (Siswoyo, 2015:8). The integration of holistic mental healthcare into comprehensive case management will provide trauma informed strategies, specifically in assisting and guiding the survivors in the area of personality development and self-sufficiency (Siswoyo, 2015:9). Ideally, women survivors would receive support until they are self-sufficient. However, in some situations, survivors may never truly recover from their experiences. Therefore, it is the government's responsibility to determine how long the survivors will be eligible to receive support (Solis, 2015:93-94). In most instances, reintegration programmes seek to address economic needs through job placement, micro businesses, and social enterprises. The challenges programmes face in job placement include limited available employment and survivors' limited skills (Morrison et al., 2014:13). Consequently, supported reintegration is critical to promote survivors' human rights. Therefore, if reintegration involves repatriation, it must be accompanied by respect for the repatriated survivors' rights, including their right to privacy and their right not to be discriminated against. Successful reintegration requires cooperation between repatriating and receiving countries (UN, 2014:26). Job reintegration and skill development are also concerns. Needs are different from situation to situation. In situations of international trafficking for forced labour, access to work permits and/or regularisation of immigrant status are important issues to resolve (Ricard-Guay & Hanley, 2014:57).

Finally, critical factors in rehabilitation, recovery, and reintegration include the survivors' age, physical and psychological health, background, family life, culture, duration of exploitation, and perceptions of the damage done to their person and their future as a result of having been trafficked. The long-term recovery, rehabilitation, and reintegration of women survivors of human trafficking can involve educational and economic opportunities, as well as extended psychosocial care (Berbec et al., 2015:8).

7.2.12.2   Sub-theme 12.2: Dedicated Safe house and psychosocial support

Some participants consistently mentioned the provision of a safe house specifically for women survivors of human trafficking and the inclusion of psychosocial support in the intended holistic social work intervention programme. Their views are as follows:

SSPP 3: *"A holistic social work programme should attend to all the needs of the survivor; a safe and protected house can attend to some psychological, physical, social needs. A safe place can promote interaction with family members. A safe place can motivate financial stability. I think looking at all aspects of the survivor's life is important... (Pause). The environment, the neighbourhood."*

SSPP 4: *"Give the survivor permanent homes. Or maybe the woman was trafficked at nine years or they do not have relatives. That means she has nothing. She will need support for at least three years until she is independent. This woman will need to continuous support. Equip her with skills, mentor her, let her have her own small business. Aftercare should also be considered. It is important to follow up on the survivor even if she is in UK* [United Kingdom] *...it is important to know what the woman is feeling."*

SSPP 7: *"First thing will be counselling of the survivor. After counselling, I will explain to the client the next step, and then will go to police to open the case. Also explain to the client what is going on so they should understand the process. If they understand the process, they will share or open up. There should be a guideline to prepare the client; this would allow the client to give information that is needed. Sometimes, you find that men used them for prostitution and when they come to the police, they find a male police* [officer] *to help them. This poses a challenge. In addition, the police are not nice, their language is not like ours, they are not trained like us... If the police is a man, he can be a*

threat... explain to the client that he is there to help and not to threaten. Empowerment is very important."

SSPP 10: *"Accommodation is critical, a safe one, provision of basic needs very important, psychosocial support. Further assessment on education to establish if someone can further their education on skills development, like sewing, baking. Clients should be given starter packs. Database for various resources as you prepare the victim to exit. Involvement of the family as the victim will need a lot support with no discrimination. There is need of working with other role players like SAPS, Department of Home Affairs, good network and life skills programme centres. Also we try as much as possible for people to come and volunteer for entertainment, give gifts and they learn a lot of things from people or outside world. Spiritual upliftment is also important."*

SSPP 14: *"The programme must support the women in every aspect. First is moral support. The programme that will build the woman, it is important to tell the women that they are still important in the society: 'you very important in God's sight as well and that God will not judge you, you can stand up again, you are a human being and you can start life, start new life'. The programme should meet all their basic needs, clothes, toiletries and food. Education is also important to support the victims of human trafficking."*

The literature study revealed that there are a growing number of women survivors of human trafficking who are exiting safe houses and are likely to need the ongoing support from social service providers to access secure housing, healthcare, employment, and training. Whilst women survivors have been placed in a short-term safe environment, they are still highly vulnerable. There is a concern that if they lose any further engagement with services, they are likely to be drawn back into exploitative or abusive situations (Beddoe et al., 2015:5, 27).

Therefore, shelters and any other appropriate interim accommodation for women survivors of human trafficking in need of a safe place due to an imminent risk of secondary and repeat victimisation, intimidation, and retaliation is a key priority (Immigrant Council for Ireland, 2014:2). A survivor formulated it as follows: "The Safe house at the center is a place where I can cry, a place where I can be myself and not feel afraid, a place where I don't have to be ashamed of what happened to me, a place where you're reassured that it wasn't your fault. How lucky I was to find people that understand and don't say 'Just get over it!'" (The Safe Center, 2015:4). The DSD (2017:68) states that the development of safe houses for victims of human trafficking in communities is a significant task in terms of integrated provincial VEPs that are focussed on building resilient families.

Literature further highlights that the best method of approaching human trafficking cases is to take a holistic approach, because the needs of the women survivors are complex. They need medical and mental healthcare for severe trauma, a safe place to live, protection from their traffickers, and economic empowerment. Furthermore, the women survivors may require legal services to address family law, immigration, and public benefits concerns, as well as criminal defence (Solis, 2015:84-85). It is also documented that a comprehensive, strengths-based programme for the women survivors who had been sexually exploited or sexually abused showed favourable results in restoring supportive relationships, reducing traumatic distress, reducing risky behaviours, and increasing self-care (American Psychological Association, 2014:48). Some of the services provided in this programme included home visits to strengthen relationships, mental health screenings, goal setting, health education, and empowerment groups. Recognising and building on the existing strengths of survivors, as well as developing new ones, is critical during psychosocial support (American Psychological Association, 2014:48). Some of the participants vocalised the importance of spiritual upliftment being part of the intended holistic social work intervention programme, including the importance of intercessory prayers to the supernatural powers for different aspects (Migration and Refugee Services, 2017:11). Firstly, intercessory prayers were suggested for law enforcement, to ask the supernatural powers to grant them the wisdom to recognise situations of forced labour and sexual slavery, while working to protect survivors and punish the

perpetrators. Secondly, intercessory prayers were suggested to ask the supernatural powers to encourage the media to make raising the public's awareness of human trafficking a priority. Thirdly, intercessory prayers were suggested for social service providers, so that the supernatural powers would grant them the strength and continued commitment to help survivors of human trafficking and support them on their path to wholeness. Fourthly, intercessory prayers were suggested for perpetrators of human trafficking, so that they would repent from their evil ways and turn to the supernatural powers for forgiveness. Finally, intercessory prayers were suggested for the survivors to help them heal and the co-workers, fellow believers, and all people, that they may increase in their awareness of the problem of trafficking in women and become a voice in the public arena calling for its abolition (Migration and Refugee Services, 2017:11).

7.2.12.3   *Sub-theme 12.3: networking and awareness of trafficking*
Some of the participants discussed the need to include networking and awareness raising in a holistic social work intervention programme. Below are the views of the participants:

> SSPP 1: *"My additional information is that role players should educate child-headed families about human trafficking, as they are vulnerable to trafficking. Awareness raising, especially in rural areas, is important as they are not reached. There is need for provision of resources towards awareness and educate human trafficking from primary school."*

> SSPP 5: *"The holistic social work programme should entail healing and restoration of the survivors. There is need to encourage Botswadi Programme which focuses on parenting skills."*

> SSPP 6: *"Mmmm, I suggest that all stakeholders in government and private sectors should get involved in developing more community skills. Government should work with everyone including NGOs. Further, as professionals, we should know the*

resources available in our communities. We should involve business people and do more awareness in the community, everywhere, schools, people should know that women are vulnerable to trafficking."

SSPP 11: *"We need to form groups to share experiences, sharing coping strategies. Form cooperatives for financial boosting."*

With regards to raising awareness, previous research has documented that participating families should be sensitised about the dangers of trafficking, gender issues, women's rights, and children's rights. Awareness should include training on life skills and basic vocational skills, including life planning, the importance of savings, decision making, communication, and basic legal rights (The Protection Project, 2012:6). Networking or collaboration between organisations, agencies, and government bodies is essential in order to ensure that all survivors' needs are being met, prevention strategies are coordinated, and prosecution efforts are survivor-centred. Being able to provide comprehensive and holistic services to survivors is centred on networking and collaboration, and survivor-centred care (Postmus et al., 2016:4).

The fact that trafficking in women is a serious breach of human rights shows that awareness on trafficking should be tackled by taking a human rights approach, which integrates the standards and principles of the international human rights system into legislation, policies, and programmes (Blokhuis, 2008:41). It is imperative that public education and awareness about human trafficking should focus on women survivors of trafficking, informing them about the services and support available to them (FCJ Refugee Centre, 2016:7).

7.3 THEMATIC FRAMEWORK FOR WOMEN SURVIVORS OF HUMAN TRAFFICKING

The researcher conducted one-on-one interviews with the survivors of human trafficking who were accommodated and receiving therapy in the three shelters in Gauteng Province, namely TPH, MMPC, and Beth Shan Centre TSA. The next

part of this chapter is focused on the qualitative research findings on the data collected from the women survivors of human trafficking residing in the above-mentioned shelters. Table 7.3 below presents the information of women survivors of human trafficking as participants of this research study.

Table 7.3: Information of women survivors of human trafficking as participants

Number	Age	Place of Origin	Purpose of Trafficking	Name of Organisation	Period in Shelter
WSHTP 1	22 years	Angola	Labour and sexual exploitation	TPH	2 years
WSHTP 2	18 years	Mozambique	Labour and sexual exploitation	TPH	6 months
WSHTP 3	23 years	Free State	Sexual exploitation	TPH	2 months
WSHTP 4	34 years	Malawi	Sexual exploitation	TPH	1 month
WSHTP 5	29 years	Lesotho	Sexual exploitation	TPH	3 weeks
WSHTP 6	19 years	Zimbabwe	Sexual exploitation	MM	3 months
WSHTP 7	30 years	Cape Town	Sexual exploitation	Beth Shan Centre TSA	3 weeks
WSHTP 8	28 years	Zimbabwe	Sexual exploitation	Beth Shan Centre TSA	1 year and 6 months
WSHTP 9	31 years	France	Labour and sexual exploitation	TPH	2 months
WSHTP 10	24 years	Eastern Cape	Sexual exploitation	TPH	1 month
WSHTP 11	23 Years	KwaZulu-Natal	Labour and sexual exploitation	TPH	6 months
WSHTP 12	31 years	Cape Town	Sexual exploitation	TPH	4 months

The researcher utilised different themes to gather information from women survivors of human trafficking through one-on-one, semi-structured interviews. The themes and sub-themes are presented in Table 7.4, followed by the opinions of the women survivors.

Table 7.4: Themes and sub-themes for women survivors of human trafficking as participants

Theme number	Themes	Sub-themes	Categories
Theme 1	Understanding human trafficking as a traumatic experience that women survivors were exposed to.	1.1 A strong woman who never gave up, but endured the terrible traumatic experience of human trafficking 1.2 A woman who was cheated or deceived and trapped in a human trafficking ordeal, but now rescued 1.3 A woman who has accepted her painful past and is ready to help others talk about their experience	Consequences
Theme 2	The challenges experienced by women survivors of human trafficking and how it affects their lives	2.1 Survivors' trust in fellow humans is destroyed or diminished 2.2 Endurance of painful experiences 2.3 Low self-esteem and self-awareness of the women survivors of human trafficking 2.4 Lack of knowledge and access to resources	Consequences
Theme 3	Exploring the survival techniques of women survivors of human trafficking	3.1 Survivors' positive attributes 3.2 Survivors' spiritual beliefs 3.3 Survivors' involvement in activities	Needs
Theme 4	The quality of the	-	Needs

	relationship between the survivor and the social worker	262	
Theme 5	The quality of services received by women survivors of human trafficking	-	Needs
Theme 6	The motivation of the woman survivor of human trafficking to seek therapeutic support	-	Needs
Theme 7	The quality of the family life of the survivor before the trafficking took place	-	Needs
Theme 8	The quality of the relationship between the survivor and her social networks after being rescued	-	Needs
Theme 9	The survivor's goals or dreams for the future	-	Needs
Theme 10	Opportunities for women to participate and verbalise their views during the intervention process	-	Needs
Theme 11	Ways to make sure that the rights of women survivors of human trafficking are respected and protected	-	Needs

7.3.1 Theme 1: Understanding human trafficking as a traumatic experience that women survivors were exposed to.

This theme addressed the participants' (women survivors) understanding of human trafficking as a traumatic experience that they were exposed to. The majority of the participants shared their views on their understanding of the traumatic experiences and three sub-themes were generated.

7.3.1.1 *Sub-theme 1.1: A survivor is strong woman who never gave up, but endured the terrible traumatic experience of human trafficking*

A certain number of the participants understood themselves as strong women who never gave up, but endured the terrible traumatic experience of the phenomenon. Their views are as follows:

> WSHTP 2: *"I don't know if I have the right words for what happened to me…one cannot explain enough the cruelty of this… I consider myself as a woman survivor of human trafficking, a strong woman who has endured difficulties. It is a lady who never gave up and survived in good times and in bad times."*

> WSHTP 4: *"Human trafficking is traumatic, I went through terrible things, I cannot lie, It was hard there….Now I am a survivor, because of God's work. And I am proud for what I am now, I am out of danger."*

> WSHTP 10: *"My understanding of human trafficking and my experience is that I was a victim with no voice or life but controlled by the trafficker and now I am safe and I see myself as a survivor and not a victim anymore."*

Literature concurs with the empirical findings of this study and asserts that the term victim emphasises victimisation by a crime. However, many victims choose to call themselves survivors to recognise that they survived a violent crime and are

moving forward with their lives (Monarch Services, 2014:7). Furthermore, these are women who managed to leave a trafficking situation, sometimes returning to their country of origin, and recover from the experience (WHO, 2012:4). Previous research has shown that there are women who were victims of human trafficking that are able to continue with their lives. They are able to once again earn a livelihood, they become active in their environments, and they consider the traumatic experience as a life lesson. Different types of support from family and friends are very helpful for their self-development. They become confident in solving their problems. They can plan for their future and become optimistic about a better future (Sari & Khairunnisa, 2014:159).

7.3.1.2 *Sub-theme 1.2: A woman who was cheated or deceived and trapped in a human trafficking ordeal, but now rescued*

This sub-theme covers part of the definition of human trafficking by the Parlemo Protocol, where it articulates that force, fraud, and coercion are key elements of the human trafficking crime. Fraud refers to false or deceptive offers of employment, education, romance, marriage or a better life, and/or debt bondage (Commission on Domestic & Sexual Violence, 2016:1). Five respondents shared their views as follows:

> WSHTP 7: *"I am a survivor, I can say a poor woman who came to Gauteng on disguise of a good job, but ended up in a Hotel, prostituting. It pains me... (Sob)."*

> WSHTP 8: *"I was told that we were going for a church conference for 2 weeks. And I was promised education in Ireland. I was rescued on the way to Dublin."*

> WSHTP 9: *"I refer to myself as a woman survivor of human trafficking; a woman who was kidnapped, cheated, and now is free."*

> WSHTP 11: *"I am a survivor of human trafficking, because I was taken to a strange place where they were many girls. I was*

> *cheated that I was going to be made a queen, but I was forced to*
> *do bad things..."*

> WSHTP 12: *"It is somebody like who is rescued from sleeping*
> *with many men against my will for the benefit of a trafficker."*

Literature is in harmony with the respondents' views given above. It stipulates that a woman survivor is an individual who was recruited, transported, transferred, harboured by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation (American Psychological Association, 2014:3). The woman survivor is a woman who has endured and survived prostitution or other forms of sexual exploitation, forced labour or services, slavery, or practices similar to slavery (American Psychological Association, 2014:3). The woman survivor of human trafficking is further discussed as an individual who has suffered harm because of criminal conduct. The concept is used by many in the social services field to recognise the strength it takes for the woman survivor to continue on a journey toward healing in the aftermath of a traumatic experience of human trafficking. The concept is largely intended to honour those women who have suffered, or are suffering, the effects of being trafficked (Monarch Services, 2014:5; Commission on Domestic & Sexual Violence, 2016:5).

7.3.1.3 Sub-theme 1.3: A woman who has accepted her painful past and is ready to help others talk about their experience

In this sub-theme, some of the participants shared that a woman survivor is one who has accepted her painful past and is now ready to move on with her life. The participants further said that it is a woman who is ready to help others to share their stories. Below are statements made by the participants:

> WSHTP 1: *"God gave me second chance... I understand the*
> *painful effects of being a victim of trafficking and I will help*
> *others."*

WSHTP 5: *"My understanding is that now I know what happened to me, though painful... as a woman, I cannot be trafficked again."*

WSHTP 6: *"A survivor is a woman like me, who was trafficked from one country to another for job, drugs. Somebody who can help others talk about it."*

Research confirms the above empirical research findings and narrates that survivors of human trafficking are human beings whose worth and dignity have been violated. They are survivors of a crime, but they are also valuable, resilient individuals who have a critical role to play in anti-trafficking efforts. Therefore, with effective services and supportive assistance, they can thrive and build fulfilling lives for themselves and their families (Lynch, Mason & Frost, 2015:19). The women survivors of human trafficking are important advocates and partners of fellow survivors. It is important to understand the vital role they play in developing stronger systemic responses to human trafficking, beyond their ability to describe their own experiences as survivors of trafficking (Lynch et al., 2015:19).

7.3.2 Theme 2: The challenges experienced by women survivors of human trafficking and how it affects their lives

The findings from the empirical study revealed numerous painful and agonising challenges experienced by women survivors of trafficking. Consequently, a great number of participants shared their painful and emotional experiences while living in the trafficking environment. Deducing from the responses given during the one-on-one interviews, one can conclude that women survivors still endure numerous torturous occurrences. Therefore, four sub-themes unfolded from the theme above, revealing the way trafficking in women affects the lives of individual women.

7.3.2.1 Sub-theme 2.1: Survivors' trust in fellow humans is destroyed or diminished

Some of the respondents expressed their views on how the trafficking experience destroyed their trust in other people. They indicated that it was difficult for them to trust anyone, including the social service providers, law enforcers, and their families, after their trafficking experience. They indicated this as follows:

> WSHTP 1: *"I lost trust in my family and I think they would not trust me again. I lost also sense of humour. I also lost respect. In short, lost trust in everyone."*

> WSHTP 2: *"I can't, trafficking affected me in many ways. The difficult experiences affected my education. The time I have wasted…* (Pause)*. I have also lost trust in my family."*

> WSHTP 4: *"I lost trust of the people that loved me..."*

> WSHTP 5: *"I need to overcome my bad experiences... to regain trust and be trusted again. To reclaim my beauty; look, I have scars all over my thighs from cigarettes burns and beatings. I was not like this, I am not the person my relatives used to know."*

> WSHTP 6: *"I am fearing for my life, I don't trust anyone, not even the police, I don't sleep at night…* (crying)."*

The next participant was trafficked from Thailand and the researcher observed that she was very sensitive and alert. She seemed to be hyper-aware of everything.

> WSHTP 11: *"I feel like I am being followed, spotted, my life is in danger, my trust was violated."*

Literature is in congruence with the above empirical findings and revealed that many women survivors harbour a significant distrust of law enforcement. They do not view the police as being on their side or able to help, or they believe that

nothing will come out of reporting their situation. Moreover, women survivors of trafficking, regardless of where they come from, may also have had previous negative experiences with law enforcement and the criminal legal system (Commission on Domestic & Sexual Violence, 2016:12).

Women survivors of human trafficking often do not immediately seek help or self-identify as victims of a crime. This is due to diverse factors, including lack of trust, self-blame, or specific rules made by the traffickers regarding how to behave when talking to law enforcement or social service providers (Monarch Services, 2014:7). Therefore, it is important to avoid making a quick judgment about who is or who is not a trafficking victim based on first encounters or contacts. Research has shown that trust often takes time to develop. As a result, continued trust building and service user interviewing is often required to get to the complete story and discover the full extent of what a victim has gone through (Monarch Services, 2014:7). Furthermore, it is acknowledged in literature that human trafficking survivors suffer from chronic, long-term trauma. Traumatic events experienced by women survivors of human trafficking represent a threat to their life or physical integrity and also brought them into close contact with violence and death. The body's response to danger causes an increase in the flow of adrenalin, which in turn causes a state of hyper-vigilance in the survivor (Banović & Bjelajac, 2012:95).

7.3.2.2   Sub-theme 2.2: Endurance of painful experiences

A great number of the women survivors also shared the painful experiences that they endured while in the trafficking situation and how it still affects them in their current life space. Below are the voices as shared by the participants:

WSHTP 4: *"I felt pain… And I used to be sleeping with different men… it was painful."*

WSHTP 5: *"It made me feel unknown, that I have been used for things I never knew. Unbelievable."*

WSHTP 7: *"I was forced in prostituting with many men. I was secluded in a hotel in Hillbrow. I was later detained in Lindela for one month."*

WSHTP 8: *"Apart from the terrible occurrences which I endured due* [to] *trafficking, I could not see my family for a long time. I could also not study as I used to do."*

WSHTP 9 narrated, in a low voice, while facing down: *"I am missing home… I have lived a life full of misery…"*

WSHTP 10: *"I am aware that I was rescued from horror! However, I am concerned because I am very far from home. I cannot communicate well with service providers due to language problem. Food is new to me, it is different from my country, but it's ok. I have no money to go home. I was forced to use drugs, was raped many times… I have lost my own humanity…"*

WSHTP 11: *"I was beaten and left half dead; I was not allowed to go to the hospital. Even that I was raped by many men, including body guards. I am living in fear, hiding. My business is suffering, I can't communicate with relatives, my parents are receiving threats. I am living nomadic life; running away from perpetrator. I had to move places from Cape Town to Gauteng, I am horrified. I feel that my life is still in danger, I am emotionally disturbed from rape, I cannot sleep at all. The other thing is that the shelter keeps my phone... I can't communicate freely to my family."*

WSHTP 12: *"Trafficking affected me negatively. My experience causes separation between me and my family. Trafficking has destroyed my thinking or my mind, I have lost everything."*

Literature is consistent with the empirical findings from the research study and it confirmed that women survivors may be trafficked for a few days or weeks, or may

remain in a trafficking situation for years. Either way, women survivors of trafficking face long-lasting consequences from their exploitation (Commission on Domestic & Sexual Violence, 2016:10). As a result of an increased flow of adrenalin in the survivors' bodies due to experiences emanating from trafficking, they remain in a vigilant state. Individuals in such a crisis situation may choose to fight or flee, exhibiting strong emotions of fear or anger that can mobilise or paralyse them (Banović & Bjelajac, 2012:94-95).

Furthermore, the women survivors who break free from their traffickers often find themselves in a situation of great insecurity and vulnerability. They may be physically injured, as well as physically and emotionally traumatised. They may be afraid of retaliation. They are also likely to have a few or no means of livelihood (UN, 2014:12). It is evident from literature that women survivors of human trafficking are beaten into submission and are often denied any type of medical care (Calvo, 2014:16). It is therefore imperative that the social service providers should be aware of normal human reactions to abnormal events, such as the traumatic experience of human trafficking, that could involve physical reactions such as headaches and stomach pain, sudden sweating and heart disturbance, changes in sleep and appetite, a weakened immune system, and alcohol or drug misuse (Banović & Bjelajac, 2012:95).

Moreover, even after a woman survivor starts to regain control of her life, she may still be affected by the assault. The woman survivor may experience feelings of isolation, guilt, shame, fear, and denial. Hence talking with someone could make her feel less alone (Monarch Services, 2014:4). Therefore, social service providers should be concerned with creating an environment in which survivors can feel secure while addressing their needs. Social service providers in the shelters observed that survivors generally needed to recuperate. The women survivors of trafficking also often need stronger accompaniment and adapted services, such as longer stays in residential facilities. Security issues are significant for the protection of the women survivors of human trafficking (Ricard-Guay & Hanley, 2014:45-47).

7.3.2.3 Sub-theme 2.3: Low self-esteem and self-awareness of the women survivors of human trafficking

Some of the participants indicated that trafficking experiences affected their self-esteem. They shared that they lacked confidence, felt valueless, and at times they could not understand themselves. They explained it as follows:

> WSHTP 2: *"I didn't value myself. I didn't love myself and accept myself because of what I went through."*

> WSHTP 3: *"I was not safe and low; my life was in darkness. Now that I am free, I want to go to school and work for myself."*

> WSHTP 6: *"I am not ready to disclose exactly what happened to me, but it was terrible stuff. I want to stay alone... sometimes I wonder if I really know myself."*

Literature is in agreement with the above findings, showing that women bound for forced prostitution often go through systematic rape and physical abuse that destroys their self-esteem and dignity (Human Trafficking, [sa]:2). Consequently, abusive coercion, low self-esteem, and the need for familial connection are the most common reasons for involvement in prostitution (San Diego District Attorney, 2016:12). Furthermore, the women survivors of human trafficking exhibited higher anxiety, lower self-esteem, as well as lower impulse control and displays of aggression (Calvo, 2014:13). Therefore, the capacities and interests of each survivor must be evaluated to help them make informed choices. Education is considered as an important bridge to recovery and well-being. Education is an important tool for social reintegration, outside the milieu of exploitation, to recover self-esteem and develop autonomy (Ricard-Guay & Hanley, 2014:58). Research in this field reveals that women survivors of human trafficking should learn the components of a healthy relationship. The social service providers should provide stable mentorship, encourage familial support, and help the women survivors to build up their self-esteem, to value and protect their sacred bodies, and to educate them about the realities of trafficking in persons (San Diego District Attorney, 2016:12).

7.3.2.4 Sub-theme 2.4: Lack of knowledge and access to resources

The majority of the participants articulated that they lacked a number of resources. Some of them stated that they had a challenge with communication, as they could not articulate local languages. Others mentioned that they needed money to send home to their children or parents. However, they did not even have money for food or other basic necessities like medical treatment, much less for transport home. They shared their views as follows:

> WSHTP 10: *"For me language is a problem to understand fully on what is going on. I have no finances to go home or send home, no job and I am in this shelter waiting for my embassy to help me go back home. I am also finding it very difficult to disclose some of the things that I experienced..."*

> WSHTP 6: *"Language is a barrier that makes it hard for me to negotiate for my own rights and for other needs."*

> WSHTP 7: *"I can't speak local language fluently."*

> WSHTP 8: *"I was cheated, they took me from Rustenburg, forced me to use drugs and prostitute when I was in Klerksdorp, with no money. Now I am sick, stomach cramps can be terrible, and they say it's withdraws from drugs... and I cannot get proper medical attention."*

> WSHTP 9: *"I cannot send money home and I am not free to go out or shopping. The trafficker used to buy me clothes that were revealing the body, almost walking naked. Food is another challenge, as the trafficker would give me food when he felt like. However, he would expect me to smoke drugs and service the clients at any time; I had no choice. Every time I feel low, the trafficker will give me more to smoke. When I am high, I could do anything; my brain is not thinking and not functioning well at that moment. I later became so weak and thin. Now I am better."*

WSHTP 12: *"I am far from home and have no family support, no money and restricted movement. In addition, the court process takes too long and I am not sure about the future."*

Literature evidently agreed with the research findings that the lack of knowledge about available services and how to access them proves to be a challenge for the women survivors of human trafficking. The survivors sometimes also think that they do not deserve any services because of what has happened to them (FCJ Refugee Centre, 2016:10). The survivors often do not disclose their experiences and needs fully, even where screening systems have been implemented, due to a variety of factors. These include trauma, language barriers, fear of authorities, or fear of retribution (Commission on Domestic & Sexual Violence, 2016:12). Therefore, the social service providers should be strategic in assisting these survivors to access various resources, such as healthcare centres, housing, and jobs (FCJ Refugee Centre, 2016:10). In addition, survivors may not know their physical location and may not speak or understand the local language (Kaylor, 2015:4). Therefore, more information about human trafficking and available services should be printed in different languages and should be displayed at easily accessible places (FCJ Refugee Centre, 2016:10). Language as a resource is a preservation of heritage. It promotes tolerance and cooperation between individuals and is the central element and expression of identity. The woman survivor's language serves as a natural resource that cultivates cultural, spiritual, and educational growth for economic, commercial, and political gain amongst individuals (McNelly, 2015:13-14).

The women survivors of human trafficking often discover that their new-found freedom is accompanied by long-lasting mental, physical, and financial challenges (Maney et al., 2011:11). They need medical and mental healthcare for severe trauma, a safe place to live, protection from their traffickers, and economic empowerment. Furthermore, the women survivors may require legal services to address family law, immigration, and public benefits concerns, as well as criminal defence (Solis, 2015:85).

7.3.4 Theme 3: Exploring the survival techniques of women survivors of human trafficking

All the participants gave their views on the survival techniques that appealed to them during their human trafficking ordeal. During the interviews three sub-themes emerged that closely responded to the survivors' survival techniques, which will be discussed below.

7.3.4.1 Sub-theme 3.1: Survivors' positive attributes

Some of the participants alluded to the positive attributes that they have within themselves that helped them to survive through the traumatic experiences of the human trafficking ordeal. They shared some attributes that made them resilient, like having hope, belief, and trust in themselves. Below are the opinions of the participants.

WSHTP 1: *"I have hope, I believe in myself."*

WSHTP 2: *"I trust myself, I never gave up, and I always tell myself it's not the end of the world."*

WSHTP 3: *"When I was working for Nigerian, my life was not good and now I asked for help from people on the street. Now that I am free... I believe I can make it in life."*

The literature reviewed is consistent with these research findings and indicated that women survivors of human trafficking often demonstrate strengths and resilience. Resilience is a dynamic process wherein women display positive adaptation, despite experiences of significant adversity or trauma (Carter, 2012:35-36). The women survivors gain confidence in solving their own problems. They do not feel shunned by their friends or those around them and they believe in themselves, plan for their future, and become optimistic about a better future. They work against all odds and gain the capacity to face, overcome, and change the painful experience, and they become resilient by bouncing back without being broken (Sari & Khairunnisa, 2014:159; Morrison et al., 2014:1). Some of the

women survivors have the capacity within themselves to withstand challenging circumstances and persevere in the face of adversity, such as financial stress, social stigma or exclusion, violence and trauma, and poor health, just to mention a few (Morrison et al., 2014:1). Therefore, the positive attributes that helped them to endure extreme circumstances and kept them alive, such as their coping skills, personal strengths, and determination, should not be overlooked. Along with having significant needs, the women survivors also have significant resources within themselves that they can develop (American Psychological Association, 2014:48). Finally, it is imperative to understand that the woman survivor of human trafficking is like any other person. She is a survivor of a crime, but she is also a valuable and resilient individual who has a critical role to play in anti-trafficking efforts. Women survivors of human trafficking may have long-term or life-long struggles resulting from the trafficking. However, they have self-determination to make decisions and choose the direction in which to move in the exploration of painful experiences to enhance, maintain, and develop themselves; they can thrive and build fulfilling lives for themselves and their families (Lynch et al., 2015:19; Grobler et al., 2013:38).

7.3.4.2   Sub-theme 3.2: Survivors' spiritual beliefs

A few participants mentioned the aspect of spiritual life, namely that having faith in a supernatural power made them strong and gave them a sense of contentment. They shared that having faith in a supernatural power would give them courage to continue thriving and live a normal life again. Participant 5 added that despite her belief in a supernatural power, she still has a lot of questions about her life. The participants voiced their views during one-on-one interviews as follows:

> WSHTP 4: *"I thank my spiritual father, because I am still alive, I have faith and hope and trust in the supernatural powers every day. I like singing songs of praise, they make me feel better. Trusting in the supernatural powers gives me strength to carry on."*

> WSHTP 5: *"I pray and thank my heavenly father for surviving... It wasn't easy... I have so many questions..."*

The above sentiments from the participants are in harmony with documented literature. According to literature, the most common psychological symptoms displayed by women survivors of trafficking who have been sexually abused are anxiety, depression, low self-esteem, and relationship difficulties. When the survivors are exposed to spirituality and a prayerful life, their perception of supernatural powers is informed in part by their traumatic experience (Wyckoff, 2016:14). Therefore, shelters that allow personal spiritual and religious expression throughout the therapy journey encourage survivors to create and nurture spiritual dreams about their future and introspect about life's purpose, which leads to increasing independence (Honeycutt, 2012:27). Those survivors who do maintain or develop religious commitments often state spirituality as a key factor in their journey towards healing and well-being. They also identified spirituality as a protective factor against the development of depression, shame, and interpersonal difficulties (Wyckoff, 2016:18). This would be a good time for the survivor to ask hard questions such as "Where were the supernatural powers when I was going through the ordeal of trafficking?" and "Why did the supernatural powers allow this to happen?" (Sedlacek, 2013:4). Therefore, spirituality acts as a source of strength for the women survivors of human trafficking. It facilitated the process of meaning-making, and provided a source of inner strength and belief in self. Furthermore, connecting with the supernatural powers proved to be a turning point for their self-understanding and sense of worth (Wyckoff, 2016:18).

7.3.4.3   Sub-theme 3.3: Survivors' involvement in activities

The majority of the participants stated that involving the survivors in various activities kept them "going" in this life. They clearly shared that involvement in a number of activities a day is a great survival technique that helped them to take their mind off of past experiences of human trafficking that torment them. The views of the participants were shared as follows:

> WSHTP 5: *"I occupy myself with a lot of things like painting and beading which is provided by one of the ladies. I also attend counselling sessions."*

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WSHTP 6: *"I like staying alone and when I am alone, I would be writing in my journal. I write whatever comes in mind. I do communicate a lot on paper, I can also write poems."*

WSHTP 7: *"I love cooking and cooking is like my hobby, and I feel good when stick together with fellow victims and do things together."*

WSHTP 9: *"There is a woman who teaches yoga. Yoga helps me to release stress, being alone and meditating is helpful. I love gardening and cleaning. Sometimes I feel like crying and when I cry, I feel better."*

WSHTP 10: *"I would rather maintain silence and adhere to rules as stipulated by the shelter and be part of the house activities like group counselling sessions. I still struggle with cravings of drugs, so I smoke a lot, otherwise I would go crazy."*

WSHTP 11: *"Living in shelter makes me feel safe. I have to survive by helping with activities in the shelter, living on handouts since I do not have money to support myself, so I do hair braiding and styling. I often take care of children in the shelter for working mothers."*

WSHTP 12: *"Since I have nothing much to do, I rely on the shelter and government for livelihood. I often like watching TV, being part of house activities like chocolate making taught by the housemother and one of our peers. I also love cooking and cleaning the surroundings."*

The findings of this research study are compatible with literature, in that it became apparent that survivors of trafficking engage in a number of activities as part of their recovery process. Therefore, the service providers should not just look at beading, painting, and gardening activities as survival techniques while in the

shelter, but they should provide the survivors with market-oriented functional skills that would assist them to earn sustainable livelihoods after shelter life (Gowri, 2011:3-4). Peer support acted as a transformational relationship, in which positive role models created a compassionate catalyst for change (Berbec et al., 2015:31). For example, WSHTP 11 mentioned that she helps by taking care of the children of other survivors and braids the children's hair for a fee. When those positive role models are survivors of trafficking who are successfully rebuilding their lives, the catalyst for change can extend beyond other victims in the shelter (Berbec et al., 2015:31). On the other hand, if the survivors got addicted while in captivity, they are more likely to turn back to drugs to cope with the trauma once they have been rescued, and this is a very difficult chain to break (Calvo, 2014:16) This was in harmony with what WSHTP 10 alluded to when she stated that she still struggled with drug cravings and that she either found a way to access them or resorted to smoking cigarettes one after another.

Another participant (WSHTP 9) mentioned that yoga was a helpful survival technique. Literature also illuminated that yoga is a vital part of the treatment model that complements the trauma recovery process by instilling a sense of mental strength and control in women survivors. Research revealed that mindfulness offers great benefits to survivors (Honeycutt, 2012:25). Furthermore, it was confirmed that amongst the services rendered to the survivors of human trafficking, such as physical healthcare, counselling, and mental care (including mentoring and basic skills), self-care like yoga and meditation were considered crucial survival techniques (Dragiewicz, 2015:147).

7.3.5 Theme 4: The quality of the relationship between the survivor and the social worker

Most of the participants articulated that they had good relationships with the social workers assisting them. They even stated that they felt like they are at home. Below are what the participants shared:

WSHTP 1: *"Talking to them* [social workers] *made me free. They are very patient and it made me free."*

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WSHTP 2: *"The social worker and other staff members in the shelter are good, helpful, and always remind me how much I mean to the people."*

WSHTP 3: *"The social worker helps me to have hope and think for myself and also how to live normal life."*

WSHTP 4: *"I must say the social workers have helped me so much. They understand my situation and advise me in many things."*

WSHTP 5: *"I have had a good relationship with the social worker."*

WSHTP 6: *"My relationship with the social worker is somehow unstable, at times am not very sure, hence, I can't explain now, but she is helping me and am slowly seeing the light."*

WSHTP 7: *"It is good, but difficult to communicate in English, I speak small-small."*

WSHTP 8: *"Very open, consistent, trusted social workers."*

WSHTP 11: *"Though I am not sure who to trust, sometimes I feel as if I am not understood by the service providers."*

The majority of the study participants mentioned that they had meaningful relationships with social workers. Literature is congruent with the above sentiments and shows that social service providers are able to establish a rapport with the survivors and maintain a good relationship (Dragiewicz, 2015:147). Service providers and law enforcement should remain non-judgmental and flexible when working with victims. They need to be aware of the complications of this complex trauma (Postmus et al., 2016:4).

7.3.6 Theme 5: The quality of services received by women survivors of human trafficking

Many participants expressed that the services they received from social service providers were meaningful and some felt at home. However, some participants mentioned that they needed to learn more or be sent to school to further their education. The participants explained it as follows:

> WSHTP 1: *"They satisfy my needs and wants, however I miss home. They treat us equally. We also have devotion every evening with some pastors. The shelter also provides information talks on different issues like court preparation, parenting skills, CV* [curriculum vitae] *writing, by different presenters."*

> WSHTP 2: *"The social worker is good; I feel welcome, I feel at home. The Hawks are good, but they sometimes do not come as they promised."*

> WSHTP 3: *"The quality of services from the social worker are good, and is like my home."*

> WSHTP 4: *"We have good services, but we need to learn more or to go to school to further our education."*

> WSHTP 5: *"I received a very good service. I have learnt a lot from other survivors."*

> WSHTP 6: *"They provided me with shelter, food, and counselling. The social workers also connect us with other services, like the Hawks, the police, and hospital."*

> WSHTP 7: *"I liked the fact that they allowed us to cook."*

> WSHTP 10: *"The services rendered in the shelter were good."*

WSHTP 11: *"When I arrived at the shelter, I had nothing. They gave me soap, toothpaste, and lotion, and they call it a welcome pack. The Hawks and police escorted me to hospital and home affairs. I also attend counselling sessions and support groups every week."*

Previous studies confirm that the woman survivor of human trafficking requires an enormous range of services that require navigation of complex bureaucracies and fragmented service delivery. Quality services promote the physical, psychological, and emotional recovery of trafficking survivors (NSVRC & PCAR, 2012:17). Therefore, services provided to survivors of human trafficking should offer a comprehensive continuum of care, taking into account an individual's physical, psychological, and social condition. A holistic, survivor-centred approach may include collaboration with other providers in order to provide the appropriate services to survivors (Waterloo Region Anti-Human Trafficking Coalition, 2015:6). In this regard, women survivors of trafficking find it helpful to join support groups where they can share their experiences and access information on a variety of topics (NSVRC & PCAR, 2012:22). It is further confirmed that accompanying the survivor through judicial and medical care processes is an important part of supporting a survivor of human trafficking. However, the first thing they need is access to information about their rights. Literature added that legal and court services include immigrant status, accompaniment when the trafficker is facing criminal charges, compensation claims for abusive working conditions, and indemnity, benefits, or compensation claims for victims of crime (Ricard-Guay & Hanley, 2014:54).

7.3.7　Theme 6: The motivation of the woman survivor of human trafficking to seek therapeutic support

Under this theme the participants shared various views regarding the motivation to seek therapeutic support. However, what was apparent from most of them was the desire to be healed and restored from the devastating experiences they suffered because of their exposure to human trafficking. In addition to that, the other participants shared that getting a job and going home would be good for them.

This is how the participants articulated their motivation to seek therapeutic support:

WSHTP 1: *"In this shelter, I don't just wait for therapeutic sessions. I realised that I get more therapeutic support when I interact with housemothers and social worker. The way they treat us can heal us… by listening and hearing us telling our terrible experiences… The interaction lightens my heart… it's healing."*

WSHTP 2: *"We need therapy most of the time... at least once a week, I need to overcome the pain, the anger…"*

WSHTP 3: *"I need support from my family, because they don't know what I was doing* [prostituting in the street for a Nigerian]. *I believe therapy can help me forgive myself."*

WSHTP 4: *"I need more counselling and advice on how I can face my family… I want to be fine again."*

WSHTP 8: *"I attend counselling sessions and I participate in support group sessions. I want to recover."*

WSHTP 9: *"At first I was not interested in the restoration programme, as I wanted to be alone. I was low at first, now I want to build my life and care for my children."*

WSHTP 10: *"I know the social workers are helping me, but my mind is at home. I want to go home."*

WSHTP 11: *"I sometimes attend some of the programmes in the house, not all though. The housemother has to call me from my room most of the times. I need a job so I can get money to support myself and my family."*

WSHTP 12: *"I am always low. Therapeutic support reminds me of the bad times, but talking through the experiences make me feel better. What I want now is to go home, rebuild relationship with my family and find a job."*

Literature shows that the provision of therapeutic support to women survivors of human trafficking is crucial. The motivation for the survivors to participate in therapy is that it is a human-centred approach that is focused on empowering the survivor. The aim of therapy is to place and sustain power and control in the hands of the survivor and mitigate any feelings of shame and secrecy that can result from the survivor's experience (Commission on Domestic & Sexual Violence, 2016:36). Research demonstrates that therapeutic services for women survivors of human trafficking are often inadequate and inconsistent (Postmus et al., 2016:3). However, the overall goal of therapeutic support is to bring about healing for the survivors of human trafficking and their families (Berbec et al., 2015:15). Research has further confirmed that women survivors attend therapeutic support because it boosts their competencies, expectancies, values, and goals. It was noted that after receiving some therapeutic support, women started to share their experiences, their facial expressions became more confident, they were able to relate better with others, and they were able to look at the social service providers when they spoke. There is even a remarkable change in their physical appearance and their outlook on life; they put on weight and their whole disposition is totally different (Carter, 2012:35-36).

7.3.8 Theme 7: The quality of the family life of the survivor before the trafficking took place

The participants had different views on the quality of their family life before being trafficked. Six of the participants said they had a good relationship with their families; they left because they wanted financial "muscle" to support themselves. Some shared that they experienced "bad" relationships with family members, for example WSHTP 2 shared that she was treated like an outsider. Participant WSHTP 9 said she was divorced after eight years of marriage and found herself in the ordeal of trafficking when she was trying to set up a business. As

demonstrated by literature, the vulnerabilities of women were mainly centred on the decay of family in the form of a divorce or due to a second marriage, which in turn led to a loss of income, the burden of parenting being placed on a single woman, and loss of status in the community (Plan International & Missing Child Alert, 2014:134). Two other participants (WSHTP 1 and WSHTP 4) verbalised that they were misled by their friends. They just followed their friends due to peer pressure without thinking about the consequences. Only one participant (WSHTP 5) articulated that she had no memory about the type of life she lived in her family system. The research participants expressed themselves as follows:

WSHTP 1: *"The family relationship was very good. It was just me going after friends and ended up trafficked."*

WSHTP 2: *"It was bad; they had secrets and were treating me like an outsider. Now it's fine, because they explained everything."*

WSHTP 3: *"I don't have a family... was not good... But in the little while I am going home."*

WSHTP 4: *"I had a wonderful life and loving family before trafficking. These guys took me to the beach and I don't know what they did to me, I can't remember... then I started what I was doing and ended up in Gauteng, Pretoria. Now, I can't face my family... Now I have nice life and people who care for me in the shelter."*

WSHTP 5: *"I have no memory of my family before. But I know it feels like my family is judging me."*

WSHTP 11: *"I was divorced after 8 years of marriage. My parents bought me and my children a flat and I was running my own business. I found myself in this mess when I wanted to grow my business."*

> WSHTP 12: *"I had good relationship with my family, however a lack of finance and employment jeopardised my choices and* [I] *ended up being tricked into trafficking."*

The empirical findings of this study correspond with literature, which illuminates that some women who were trafficked were victims of violence, abuse, and divorce, even before being trafficked. Consequently, the decision to accept the trafficker's proposition and migrate away from her homeland did not appear to involve any significant other or family member. Such autonomy resulted in the realisation that she was her only means of survival (Plan International & Missing Child Alert, 2014:135). Furthermore, trafficking in women happens mostly because they are in search of money to support their families, but instead they end up being exploited. The traffickers force them to carry out certain tasks in conditions that the victims would not accept if they were free to decide (Kury, Redo and Shea 2016:862).In some instances, the quality of family life is affected by pervasive poverty in combination with limited access to employment or other resources to meet basic needs. The women survivors' failure to support their families has been identified as a primary challenge of source countries. Trafficking in women has a negative impact on immigration, and having to migrate to find a job is a nightmare (American Psychological Association, 2014:31). In a nutshell, literature indicates that human trafficking is caused and exacerbated by structures of socio-economic disparity, limited employment opportunities, lack of a living wage, education inequality, and discrimination based on gender, sexuality, class, and/or race (Commission on Domestic & Sexual Violence, 2016:17). However, some survivors demonstrate strong family ties. This was evident in their preference of going back home after being rescued, for moral support. Grobler et al. (2013:41) state that values are attached to the experiences of an individual and they are part of the self-structure. Therefore, if the survivor received support from significant others in her past, chances are that family would be one of the biggest values in her life. Furthermore, values that have been proven to be beneficial for the woman survivor and her family are more likely to be embraced.

7.3.9 Theme 8: The quality of the relationship between the survivor and her social networks after being rescued

The participants had mixed views on this point. Most of them articulated that they had a good relationship with the people they were working with, such as social workers, housemothers, police officers, lawyers, and hospital staff. However, they were very uncertain about their relationship with their relatives and friends at home. Some of the participants shared that the challenge was the mode of communication. They either had no cell phones or the shelter staff confiscated them for security purposes . The following are the views of the participants:

> WSHTP 5: *"I do not have a phone, so I don't know how it is to have a social network."*

> WSHTP 8: *"Honestly, I do not want any of my relatives to know what happened to me. They will kill me."*

> WSHTP 10: *"There is tension between us, I am very uncertain… I don't want them to know what happened to me."*

One of the participants verbalised that the relationship between her and other social networks improved with time.

> WSHTP 2: *"Now it is okay, I communicate with my family and now I am open free to talk about anything."*

Literature demonstrated similar findings, indicating that the relationship between the survivor and various social networks after being rescued is imperative, as the survivor may need to be repatriated on an emergency basis or transferred to another city or province in the short- or medium-term. This need may arise for numerous reasons, such as protection from the trafficker or trafficking syndicate. It can also arise because of the survivor's desire to be closer to loved ones, or to access more specific housing resources (Ricard-Guay & Hanley, 2014:56).

7.3.10 Theme 9: The survivor's goals or dreams for the future

The empirical findings evidently revealed that all the participants wanted to be free from danger and develop their lives. Going back to finish their education and acquire advanced knowledge was mentioned by many of the participants. They shared that they would want to see themselves reaching their goals and living out their dream, which was to have freedom and live a self-sustainable life. The participants expressed their viewpoints as follows:

> WSHTP 1: *"I went through a lot... I want to finish Grade 12 and go to college then get a job to help my family and me."*

> WSHTP 2: *"Going back to school to study tourism is my dream and when I am done, I can be a journalist or tourist or study marketing so that I can be a business woman, open my own business."*

> WSHTP 3: *"I want to go to school and finish matric and be myself... I want to be a musician."*

> WSHTP 4: *"My goals are to finish school and go to university, study to be an accountant, and travel the world to help women."*

> WSHTP 5: *"My goals are to have a very good understanding of who I am, where I come from, and the purpose of my life."*

> WSHTP 6: *"I want to get job and be self-reliant."*

> WSHTP 7: *"My wish is to go back home, to start new life, move on."*

> WSHTP 9: *"I need to go back home, be self-sustained, and care for my children."*

WSHTP 10: *"I want to start new life and forget the past. Sensitise others about human trafficking."*

WSHTP 11: *"I wish to be free and have freedom... Build my business... and live without fear."*

WSHTP 12: *"I want to find a job... start life afresh. Be self-reliant..."*

Documented literature illustrates that a survivor-centred approach assists in unleashing the survivors' potential to have a vision for their future. It is an approach that recognises women survivors of human trafficking as survivors of acute trauma and it provides these survivors with resources to manage and treat their trauma to reach their goals (Commission on Domestic & Sexual Violence, 2016:36). It is apparent that nobody knows more about human trafficking than the people who have lived through it. Therefore, taking into consideration their frames of reference during the facilitation process is important (Prop 7). In other words, the best way to understand behaviour is to view it from the internal frame of reference of the individual herself (Grobler & Schenck, 2009:36; Free the Slaves, [sa]:2). Therefore, dealing with their experiences and wisdom to realise their dreams is imperative. Their stories of courage and triumph can inspire all people as they focus on developing their future (Free the Slaves, [sa]:2). Literature further reveals that the women survivors of human trafficking may suffer long-term or life-long struggles resulting from the trafficking. However, with effective services and supportive assistance, they can thrive and build fulfilling lives for themselves and their families (Lynch et al., 2015:19). Behaviour resulting in thriving and building a fulfilling life is directly linked to the PCA (Prop 5) (Grobler et al., 2013:23), which stipulates that behaviour is basically the goal directed attempt of the organism to satisfy its needs as experienced in the field. This proposition emphasises the fact that the basic prerequisite that influences the behaviour of the women survivors of trafficking is the urge to meet their needs. These needs may not be obvious to the social service providers or the people they interact with. The demonstrated behaviour by the survivors mostly makes sense to the survivors themselves in

their different situations. The different behaviours of the survivors are consciously elicited by the outcome they are looking forward to.

7.3.11 Theme 10: Opportunities for women to participate and verbalise their views during the intervention process

Most of the participants articulated that they had opportunities to participate and verbalise their views during one-on-one counselling, group sessions, or house discussions. However, others stated that they find it very difficult to share all their experiences in the given spaces for different reasons. Five participants indicated that when an opportunity arises, they would freely participate and verbalise some of their views during the intervention process, although they would not share everything. For example:

> WSHTP 1: *"Due to how the social workers and housemothers are, they make me free and not scared, so I am given the opportunities and I do make use of them."*

> WSHTP 4: *"Yes, with student social workers we talk about some of our needs, not everything."*

Some participants clearly indicated that even when the opportunity is given, they could not articulate what had happened to them. Below are some of the statements shared by the participants on this point:

> WSHTP 3: *"No, me I can't talk to someone about myself, I don't know why."*

> WSHTP 5: *"I don't feel free to say what I have to say… but I always have a lot in my head."*

> WSHTP 6: *"I think I am given an opportunity. However, I am very quiet, closed up, especially in group sessions."*

WSHTP 11: *"Yes, I am given an opportunity, but felt haunted."*

WSHTP 12: *"Yes… mostly it is the social worker who took the lead."*

Research discloses that human trafficking survivors often experience many different types of abuse that have a range of mental health consequences, including anxiety, depression, and PTSD. These disorders require individualised interventions and different treatment plans, sustained mental health services, and collaboration with medical providers. These interventions require the women survivors of human trafficking to be given opportunities to participate and verbalise their views (Postmus et al., 2016:3). It is further revealed that survivors need to participate in mentorship services. None of the participants in this research study mentioned the mentorship programme. The mentorship service model emphasises that women survivors of human trafficking who have been in the intervention process for some time should be given opportunities to act as mentors to the newly identified survivors who have been recently rescued from their exploitative situation. Mentoring services in general establish and support strong, friendly, helping relationships between selected mentors and the new women survivors (Berbec et al., 2015:31). Therefore, it is crucial for social service providers to grant the women survivors of trafficking a reflection and recovery period during which non-conditional support is given with the aim of providing survivors with time and space to verbalise and decide on their needs (UN, 2014:17). Moreover, the given opportunities for women to participate and verbalise their views during the intervention process give them the confidence to solve their own problems. They are capable of planning their dreams and becoming optimistic about a better future. Such opportunities allow the women survivors of trafficking to gain the capacity to face, overcome, and change their painful experiences (Sari & Khairunnisa, 2014:159).

7.3.12 Theme 11: Ways to make sure that the rights of women survivors of human trafficking are respected and protected

The majority of the participants expressed their opinions on ways to make sure that the rights of women survivors of human trafficking are respected and protected. They mainly focused on not being judged and discriminated against. They also mentioned the right to life and privacy. Some mentioned the need for education and awareness on issues of human trafficking. However, five of the participants were uncertain or uninformed about ways to make sure that the rights of women survivors of human trafficking are respected and protected. WSHTP 6, 7, 8, 9 and 10 were the ones who were unsure, uncertain, or uninformed about the ways their rights could be respected and protected. Below are some of the views shared by the women survivors regarding their rights:

> WSHTP 1: *"We shouldn't be judged or discriminated against. The traffickers should be arrested."*

> WSHTP 2: *"We have the right to be protected; they must not judge you in everything you do."*

> WSHTP 3: *"As a survivor, I have the right to be happy. I have* [the] *right to live my life."*

> WSHTP 4: *"My rights are respected if I could speak out as woman; if our needs are spoken out as women."*

> WSHTP 5: *"If you are allowed to mind your own and not someone else's business and to have privacy."*

> WSHTP 11: *"Education and awareness raising on human trafficking is needed."*

> WSHTP 12: *"It is crucial to listen to the voices of women survivors."*

The empirical findings of this research study correlate with what literature demonstrates regarding ways to make sure that the rights of women survivors of human trafficking are respected and protected. Literature indicates that it is important that women survivors of human trafficking are notified regarding their rights. The survivors have the right to be heard in the process of service delivery. They further have the right to be treated with dignity and respect, and the right to privacy (Lynch et al., 2015:15). The survivors should be informed about the legal process as soon as possible, including civil and criminal proceedings (Berbec et al., 2015:11).

Furthermore, regarding the human rights of trafficked persons, the Charter of the UN and the Universal Declaration of Human Rights confirm that rights are universal. This means that human rights apply to everyone, including women survivors of human trafficking, irrespective of their race, sex, ethnic origin, or other distinction. Therefore, women survivors who have been rescued from human trafficking are entitled to the full range of human rights. Even if they are outside their country of residence, international law is clear that trafficked persons cannot be discriminated against simply because they are non-nationals (UN, 2014:6).

As such, social service providers should utilise the survivor-centred approach and partner with other organisations to enhance the capacity and promote the self-determination of the women survivors. The social service providers should engage in advocacy as allies alongside survivors and community-based organisations to promote the rights of women survivors at all levels (Williams, 2015:11). In order to be truly survivor-centred, law enforcement and social service programmes should emphasise self-determination and choices that help restore dignity (Prop 4) (Williams, 2015:7; Grobler & Schenck, 2009:32). Moreover, protection services should ensure that the women survivors of human trafficking are provided access to services like healthcare, counselling, legal representation, and shelter services in ways that are not prejudicial against survivors' rights, dignity, or psychological well-being (American Psychological Association, 2014:4).

Other research studies confirm other ways to respect women survivors' rights by means of the provision of education and programmes to raise awareness. The

women survivors who lack knowledge about available services and how to access them should be equipped with information (FCJ Refugee Centre, 2016:10). The education and awareness raising on women survivors' rights are intended for both primary prevention, to reduce vulnerability to trafficking, and secondary prevention, for early victim identification and intervention (American Psychological Association, 2014:3).

7.4 CONCLUSION

In conclusion, the empirical findings of this study have evidently revealed the need for the design and development of a HSWIP-WSHT in South Africa. Therefore, the researcher's motivation to design and develop the programme, which was the goal of the study, was increased. In the next chapter, the researcher will discuss the formulation of the questionnaire and the development of the intended holistic social work intervention programme for pilot testing, to verify the feasibility of the programme in addressing the survivors' needs effectively.

CHAPTER EIGHT:

A HOLISTIC SOCIAL WORK INTERVENTION PROGRAMME FOR WOMEN SURVIVORS OF HUMAN TRAFFICKING

8.1   INTRODUCTION

Trafficking in women has become an issue of global concern in the past decade. Human trafficking is growing in magnitude and it operates without boundaries in the context of transnational and organised crime that generates lucrative profit (Uranbileg & Erdenechuluun, 2010:5). South Africa, being part of the global village, is no exception. Women in South Africa are penalised with the worst forms of cruelties, such as domestic violence and trafficking. Women fall below men in all conceivable socio-economic indicators, including the literacy rate and health indicators. Upadhyay (2012:44) states that the environment of inequity and discrimination allows thousands of women to be trafficked each year to urban areas of South Africa and other countries, where they are sold to brothels.

According to the qualitative research findings of this study, it became evident that the consequences of the scourge of human trafficking are unthinkable and unspeakable and the needs of the victims are numerous. Therefore, women survivors require intensive and consistent holistic intervention to promote their social well-being. This chapter focuses on Phase Three of the D & D intervention research process. This phase addresses the main goal of this research study, which is to design and develop a HSWIP-WSHT in South Africa. The designed and developed programme would be a guide for social workers to render a high-quality service to women survivors during the intervention process in order for them to gain self-worth and dignity, hopefully resulting in self-empowerment and a self-reliant life for each survivor.

It is against the above background that the researcher has designed and developed a HSWIP-WSHT in South Africa. The design and early development of the HSWIP-WSHT was initially pilot tested by means of a questionnaire. The pilot testing was done in two shelters in Gauteng Province for the following reasons:

- To explore the feasibility of the holistic social work intervention programme for women survivors of human trafficking through a pre- and post-test.
- To refine the holistic social work intervention programme for women survivors of human trafficking, as well as the training materials for social workers to render a holistic service to them.

However, after refinement of the intervention programme, dissemination and evaluation of the pilot tested programme was not be done in this research study. Further studies will be required to sufficiently develop a rigorous intervention programme that will be appropriate for use in the South African context through the use of suitable experimental research methods (Rothman & Thomas, 1994:14).

8.2 THE GOAL OF EXPOSING THE RESPONDENTS TO THE INTERVENTION PROGRAMME

The goal of exposing the respondents to the proposed holistic social work intervention programme was to empirically explore the survivors' exposure to human trafficking and to identify their different needs that the newly developed holistic social work intervention programme could address.

8.3 THE OBJECTIVES OF THE INTERVENTION PROGRAMME

The following objectives are of importance:
- To explore what the respondents understand about human trafficking as a traumatic experience that they were exposed to as women.
- To explore respondents' understanding of the consequences of human trafficking to which they were exposed.
- To explore and understand what respondents feel they need to recover from the consequences of human trafficking.
- To explore the feasibility of the holistic social work intervention programme to address the above-mentioned needs.

Therefore, the pilot study of the developed HSWIP-WSHT was conducted by means of a one-day workshop. The content of the proposed intervention programme that the survivors were exposed to was based on the literature review and empirical findings derived from the qualitative phase in this research process. This is in line with the view that research activities must result in an interpretation of the data to solve the problem under investigation (Leedy & Omrod, 2013:220). However, for the purpose of this study, the content was shortened and more of an overview will be provided.

8.4   THE CONTENT OF THE INTERVENTION PROGRAMME

The content of the holistic social work intervention programme has the potential to guide social workers to render a high-quality service to women survivors of human trafficking as a means to promote their physical, social, psychological, and spiritual well-being. Therefore, a HSWIP-WSHT was implemented in the pilot phase through a one-day exposure. The pilot tested programme conducted by the researcher consists of the different needs of the survivors of women trafficking gathered from a literature review and empirical findings of the qualitative phase, as already mentioned above. The needs are reflected in the following diagram.

Spiritual needs (religion)

Psychological needs (resilience, self-awareness, coping strategies)

Legal needs (courts to prosecute, SAPS and Hawks for protection, DHA for documentation)

Woman survivor of human trafficking

Social needs:
- social networks – family friends, colleagues, and peers.
- accommodation: housing with water, electricity, and access to transport.

Economic needs (employment, business, food, clothing, shelter, and healthcare).

Physical needs (medical and health, balanced lifestyle)

Empowerment needs (repatriation, relocation, reintegration, recreation)

Educational needs (industrial skills, vocational education, entrepreneurship skills, and academic support) and the need for soft skills (time management, problem solving, relationship building, and values).

Figure 8.1: The needs of a Woman Survivor of Human Trafficking summarised based on the EST, PCA, and a literature study

The different needs as explained in the above diagram are discussed in detail in the HSWIP-WSHT.

8.5 THE ROLE OF THE SOCIAL WORKER IN EXECUTING THE HOLISTIC SOCIAL WORK INTERVENTION PROGRAMME FOR WOMEN SURVIVORS OF HUMAN TRAFFICKING

The social worker will be the professional person who will facilitate the holistic social work intervention programme for women survivors of trafficking.

8.6 OPERATIONALISING THE HOLISTIC SOCIAL WORK INTERVENTION PROGRAMME TO ADDRESS THE NEEDS OF WOMEN SURVIVORS OF HUMAN TRAFFICKING

The research study has revealed that the challenges and needs of a woman survivor of trafficking are numerous. The main challenge was a lack of knowledge on the phenomenon of human trafficking. As a result of a lack of knowledge and an inability to protect themselves due to their vulnerability, women survivors experience physical, social, psychological, emotional, spiritual, legal, economic, and educational challenges. Therefore, the Federal Strategic Action Plan on Services for Victims of Human Trafficking in the United States 2013 – 2017 (The White House, 2014:16) extrapolate that needed services include intensive case management, victim advocacy, shelter or housing, food, medical and dental care, mental health treatment, substance abuse treatment, support groups, interpretation or translation services, immigration and other legal assistance, literacy education, employment, and training services.

8.6.1 Contents of the preliminary holistic social work intervention programme for women survivors of human trafficking

PART ONE: PRE-TEST

Part One focuses on the introduction and pretesting of the proposed intervention programme by means of a questionnaire. The following is the narration for Theme 1 of Part One.

8.6.1.1 Theme 1: Introduction and pre-test of the proposed programme by means of a questionnaire

Purpose of the programme:

- To introduce and conduct a pre-test of the proposed holistic social work intervention programme for women survivors of human trafficking.

Objectives of the programme:

- To conduct introductions and support the respondents as they meet with each other.

- To explain the purpose of exposing the respondents to the proposed holistic intervention programme

- To conduct a pre-test of the HSWIP-WSHT by means of a questionnaire (distribution of a questionnaire to each respondent with a pen or pencil).

The residential social workers from the two respective shelters, Mercy House and EPWF, introduced the researcher to the survivors on two different days. The survivors also introduced themselves by stating their names, where they came from, and the length of their stay in the shelter, as well as their expectations for the proposed programme. Thereafter the researcher explained the purpose of exposing the survivors to the developed programme, namely that she was conducting a pilot test to explore the feasibility of the programme and refine it where necessary. The pilot test was conducted in order to explore the experiences of the survivors of human trafficking regarding their knowledge on the consequences of and needs resulting from their trafficking ordeal, in order for the social workers to render an effective, quality service to them during the intervention process. The researcher also requested permission from the respondents to make an audio recording of all the discussions, debates, and presentations that took place.

Furthermore, the survivors were informed about the goal of the research study and that participation during the pre- and post-test of the programme was voluntary (Strydom, 2011a:117). The respondents were free to withdraw from participation at any time. They were requested to sign a consent form to voluntarily participate in the research study. The respondents were given an opportunity to state their views

and ask questions for clarity where necessary. An interpreter was used to assist women survivors who were not fluent speakers of English. After a thorough explanation of what was expected from the respondents, the researcher proceeded to distribute one questionnaire and a pen to each survivor that was willing to participate. One hour was allocated to the respondents to write down their views, opinions, thoughts, and feelings on paper.

After the respondents completed the questionnaires during the pre-test phase, the researcher exposed them to the proposed HSWIP-WSHT in South Africa. After each theme, the respondents were given an opportunity to critically reflect on their own experiences. The respondents explored and shared situations that they were exposed to during the trafficking process.

A well-facilitated critical reflection enabled the respondents to explore their complex experiences during the trafficking process and the way it affected their complete well-being (Hewitt-Taylor, 2015:60). Part One of the programme dealt with the actual pre-test by means of a questionnaire. Part Two dealt with the exposure of the survivors to the proposed intervention programme and Part Three was the post-test of the programme by means of the same questionnaire that was used in the pre-test. The table below discusses the execution of the programme from Part Two of the pilot test. The researcher based the discussion of the programme on themes and key indicators. The exploration of each theme in the table that follows was conducted according to evidence-based information. Furthermore, all the themes were facilitated and explored by use of social work skills, techniques, and research.

PART TWO: EXPOSURE TO THE PROGRAMME

8.6.1.2 *The themes and key indicators of the proposed intervention programme*

The table below is based on the themes that form part of the qualitative research study which refer specifically to the different ways the life of the woman survivor of human trafficking is holistically affected, also spelled out as the consequences of human trafficking. Certain key indicators are also listed in this table, which will form the basis for all the discussions during the pilot test of the proposed intervention programme.

Table 8.1: An overview of the HSWIP-WSHT implemented during a pilot study

PART TWO
Theme 1: Exploring the way the respondents understand human trafficking as a traumatic experience that they were exposed to
Key indicators: • Experience sleeping and eating disorders. • Appear irritable and depressed. • Show restlessness and anxiety. • Experience feelings of insecurity. • Experience physical pain. • Experience symptoms of PTSD due to maltreatment, such as alienation and disorientation, fearful reactions, suicidal thoughts, and low self-esteem. • Experience feelings of shame, guilt, and anger. • Experience a markedly diminished interest or participation in significant activities. • Show feelings of detachment or estrangement from others

Theme 2: Exploring the respondents' first-hand experiences of the consequences of human trafficking	
Sub-theme 2.1: The social consequences of human trafficking as experienced by women survivors of human trafficking	**Key indicators:** • Loss of close social support networks and/or no access to such networks. • Substance abuse or addiction due to forced drug use. • Unwanted pregnancies. • Social isolation as a direct result of a perpetrator's actions; social exclusion; linguistic, cultural, and social barriers; and restricted movement, time and activities. • Exposure to domestic violence and sexual exploitation.

	• Exposure to poverty, unemployment, and a lack of prospects or opportunities
Sub-theme 2.2: The psychological consequences experienced by the women survivors of human trafficking	**Key indicators:** • Feelings of worthlessness due to unspeakable experiences. • Forced into sex work, which may lead to the altering of self-perception, feelings of disgust and filth, and a lack of identity. • Experiences of loss of self, a sense of hopelessness for the future, and suicidal ideations. • No protection when the woman survivor is suicidal. • Anxiety related symptoms. • Demonstrates tension, fear, and feelings of restlessness and experiences panic attacks. • The traffickers threaten the survivors and their families. • The survivors experience severe mental health problems, severe distress, and impaired cognitive functioning.
Sub-theme 2.3: The physical consequences of human trafficking experienced by women survivors of human trafficking	**Key indicators:** • Exposed to harsh physical impacts, excessive work, or/and the use of force by traffickers. • Exposed to serious health risks, such as HIV/AIDS, as well as serious mental health risks. • Physical scars, bruises, fractures, and open wounds due to being beaten or punched in the face; burned with cigarettes; pulled across the floor by their hair; and/or hit with bats or any other objects close to the trafficker. • Head injuries due to the head being slammed against walls/floors. • Threatened or hurt with guns, knives, and other objects resulting in external and internal bleeding. • Headaches; fatigue and weight loss; stomach, chest, back, pelvic and vaginal pain; dental issues; and eye, ear and skin problems. • Poor nutrition, broken bones, concussions, dermatological issues, HIV, STDs, unwanted pregnancies and forced abortions, and sleep disturbances. • Lack of sufficiently warm clothing in cold

	weather due to the clothing style required by the traffickers.
Sub-theme 2.4: The economic consequences of human trafficking experienced by women survivors of human trafficking	**Key indicators:** • Debt bondage. The trafficked woman is forced into perpetual service to pay off a debt. • The survivor is not permitted to know what she is earning. • The survivor is not allowed to manage her income. • Trafficking in women creates economic inequalities.
Sub-theme 2.5: The legal consequences experienced by the women survivors as a result of human trafficking	**Key indicators:** • The survivors' lack of knowledge regarding their legal rights as survivors of human trafficking. • The survivors know little about the appropriate measures to take in order to protect themselves. • Due to poor law enforcement, the survivors experience the effects of a combination of poverty, unemployment, gender inequality, and inadequate legislation. • Survivors suffer the violation of a wide range of other fundamental human rights at the hands of the traffickers. The rights violated include, but are not limited to, freedom from discrimination; life and security of person; human dignity; freedom from torture and inhumane or degrading treatment; recognition as a person before the law; freedom from arbitrary detention; access to justice, legal aid and representation; and equal protection before the law. • Women survivors are deprived of compensation and effective remedy as well as non-conditional assistance due their ignorance and poor law reinforcement.
Theme 3: Needs of the respondents to be addressed during the intervention process from a holistic approach	
Sub-theme 3.1: Psychological needs of the woman survivor of human trafficking	**Key indicators:** • Need for therapeutic counselling to deal with traumatic experiences. • Need for mental care. • Need to be treated with respect, worth, and

	dignity. • Need for motivation to boost self-esteem.
Sub-theme 3.2: Social needs of the respondents as women survivors of human trafficking	**Key indicators:** • Need for interaction with diverse social networks, for example: institutions, relatives/family, friends, and service providers. • Need for decent social housing.
Sub-theme 3.3: Physical needs of the woman survivor of human trafficking	**Key indicators:** • Need for good nutrition. • Need for decent, warm clothing. • Need for physical treatment. • Need for protection from harsh and harmful environments.
Sub-theme 3.4: Economic needs experienced by the women survivors of human trafficking	**Key indicators:** • Need for financial support. • Need for employment to earn a living. • Need to understand budgeting. • Need for equal opportunities for women in the working environment. • Need to be protected from debt bondage.
Sub-theme 3.5: Legal support needed by the women survivors of human trafficking	**Key indicators:** • Need for documentation. • Need for court preparation support. • Need for legal representation. • Need for receiving information. • Need for compensation.
Sub-theme 3.6: Educational needs of the woman survivor of human trafficking	**Key indicators:** • Need for CV writing skills. • Need for classes to improve literacy rate. • Need for soft and hard skills development.
Sub-theme 3.7: Spiritual needs of the woman survivor of human trafficking	**Key indicators:** • Need to affiliate to a spiritual group. • Need to connect with super natural powers.
Sub-theme 3.8: Summarising the holistic social work intervention programme based on the feedback of the respondents	**Key indicators:** • Need for empowerment. • Need for healing. • Need for reflection. • Need for self-reliance.

PART THREE: POST-TEST

8.6.1.3 ***Theme 1: One-group post-test of the proposed intervention programme and closing remarks***

Purpose:

- To conduct a one-group post-test with a questionnaire identical to the one used during the pre-test of the proposed holistic social work intervention programme.

Objectives:

- To conclude the pilot test by exploring the respondents' views on their exposure to the holistic programme for women survivors of human trafficking in South Africa and conduct a verbal evaluation.

The researcher circulated a questionnaire identical to the one distributed during the pre-test phase of the pilot testing. The researcher confirmed the ethical aspects again and acknowledged the respondents' willingness to participate. It was emphasised that the confidentiality of the respondents would be maintained. The researcher assured the respondents that their names would not in any way be disclosed (Strydom, 2011a:119). Finally, the researcher thanked all the survivors for their participation.

8.6.2   The pilot testing of the holistic social work intervention programme for women survivors of human trafficking

The holistic social work intervention programme provided an opportunity for the survivors to share ideas and information, ask questions, raise topics for debate, discuss issues, and make informed decisions for their own lives. It was imperative during this process to build a trusting relationship between the respondents and the researcher in order for the survivors to open up and express themselves freely. The intervention programme consists of three parts with themes. Some of the themes have sub-themes, supported by a purpose and objectives, as indicated in Table 8.3. The following table will reflect on the logical framework of the process of the intervention programme that was implemented during the pilot test.

Table 8.2: The framework of the pilot testing of the potential holistic social work intervention programme for women survivors of human trafficking

PART ONE: PRE-TEST
Theme 1: Introduction and pre-test of the proposed programme by means of a questionnaire
Purpose: • To introduce and conduct a pre-test of the proposed holistic social work intervention programme for women survivors of human trafficking. **Objectives:** • Introduction and explanation of the purpose of the programme • Help the survivors understand the questionnaire • Conduct a pre-test (distribution of a questionnaire to each   respondent with a pen or pencil)
PART TWO: EXPOSURE TO THE PROGRAMME
Theme 1: Exploring the way the respondents understand human trafficking as a traumatic experience that they were exposed to
Purpose: • To support the respondents to explore and share their traumatic experiences that they were exposed to during human trafficking. **Objectives:** • To allow the respondents to share their perceptions of what it means to be a woman survivor of human trafficking. • To explore the trauma that the respondents experienced when they were exposed to trafficking. • To explore the respondents' feelings about the traumatic experiences that they were exposed to.
Theme 2: Exploring the respondents' first-hand experiences of the consequences of human trafficking
Sub-theme 2.1: The social consequences of human trafficking as experienced by women survivors of human trafficking. **Purpose:** • To support the respondents to explore and share how exposure to human trafficking affected their social functioning. **Objectives:** • To provide an opportunity to the respondents to share their feelings and thoughts about the social consequences of human trafficking that they were exposed to. • To support the respondents to explore and share how they survived human trafficking without close social support systems, such as family, relatives, friends, or institutions.
Sub-theme 2.2: The psychological consequences experienced by the women survivors of human trafficking

Purpose:
- To provide the respondents with an opportunity to explore and share the psychological consequences of human trafficking.

Objectives:
- To allow the respondents to share their feelings and thoughts regarding the psychological consequences of human trafficking.
- To support the respondents to share how they tried to survive the psychological consequences of human trafficking.

Sub-theme 2.3: The physical consequences of human trafficking experienced by women survivors of human trafficking

Purpose:
- To provide an opportunity to the respondents to explore and share the way human trafficking affected their physical well-being.

Objectives:
- To support the respondents to share how their exposure to human trafficking affected their physical well-being.
- To support the respondents to explore and share their feelings and thoughts regarding the way human trafficking affected their physical well-being.

Sub-theme 2.4: The economic consequences of human trafficking experienced by women survivors of human trafficking

Purpose:
- To provide an opportunity to the respondents to explore and share their perceptions pertaining the economic consequences of human trafficking.

Objectives:
- To support the respondents to explore and share the way human trafficking affected them financially.

Sub-theme 2.5: The legal consequences experienced by the women survivors as a result of human trafficking

Purpose:
- To provide an opportunity to the respondents to reflect on the legal challenges they experienced as victims of human trafficking regarding their legal rights.

Objectives:
- To support the respondents to share their level of knowledge regarding their legal rights as survivors of human trafficking.
- To encourage the respondents to share the challenges that they experienced due to a lack of knowledge of their legal rights as survivors of human trafficking.
- To encourage the respondents to explore and share the obstacles they experienced that prevented them from exercising their rights as survivors of human trafficking

Theme 3: Needs of the respondents to be addressed during the intervention process from a holistic approach
Sub-theme 3.1: Psychological needs of the woman survivor of human trafficking **Purpose:** • To provide an opportunity to the respondents to share their views regarding the way their psychological needs can be addressed during the intervention process **Objectives:** • To explore the psychological needs experienced by the respondents as survivors of human trafficking. • To allow the respondents to reflect on their feelings and thoughts regarding their understanding of their psychological needs.
Sub-theme 3.2: Social needs of the respondents as women survivors of human trafficking. **Purpose:** • To provide an opportunity to the respondents to share their views regarding the way their social needs can be addressed during the intervention process. **Objectives:** • To explore the social needs experienced by the survivors of human trafficking. • To understand the respondents' perceptions as they reflect on their social needs.
Sub-theme 3.3: Physical needs of the woman survivor of human trafficking **Purpose:** • To explore the way the respondents' physical well-being can be addressed during an intervention process. **Objectives:** • To support the respondents to explore the possible ways to attend to their physical needs as survivors of human trafficking.
Sub-theme 3.4: Economic needs experienced by the women survivors of human trafficking. **Purpose:** • To explore the respondents' perceptions regarding the way survivors' economic needs can be addressed during the intervention process. **Objectives:** • To provide an opportunity to the respondents to explore the ways their economic needs as survivors of human trafficking can be addressed during the intervention process.

Sub-theme 3.5: Legal support needed by the women survivors of human trafficking.

Purpose:
- To explore the respondents' understanding of their legal rights as survivors of human trafficking.

Objectives:
- To encourage the respondents to share their level of knowledge regarding their legal rights as survivors of human trafficking.
- To inform the respondents of their legal rights if necessary.

Sub-theme 3.6: Educational needs of the woman survivor of human trafficking.

Purpose:
- To explore the way the respondents, as survivors of human trafficking, understand the way their educational needs can be addressed during the intervention process.

Objectives:
- To encourage the respondents to explore the way their educational needs and development as survivors of human trafficking can be addressed during the intervention process.

Sub-theme 3.7: Spiritual needs of the woman survivor of human trafficking

Purpose:
- To explore the way the respondents as survivors of human trafficking understand the way their spiritual needs can be addressed during the intervention process.

Objectives:
- To provide an opportunity to the respondents to reflect on possible ways their spiritual needs can be addressed during the intervention process.

Sub-theme 3.8: Summarising the holistic social work intervention programme based on the feedback of the respondents

Purpose:
- To explore the perceptions of the respondents regarding their exposure to the content of the proposed holistic social work intervention programme for women survivors of human trafficking in South Africa.

Objectives:
- To give an opportunity to the respondents to reflect on how the implementation of a holistic social work intervention programme could address their needs and promote healing, as well as empower the woman survivor of human trafficking.
- To support the respondents to explore the value of addressing their needs holistically.

PART THREE: POST-TEST
Theme 1: One-group post-test of the proposed intervention programme and closing remarks
Purpose: • To conduct a one-group post-test with a questionnaire identical to the one used during the pre-test of the proposed holistic social work intervention programme. **Objectives:** • To conclude the pilot test by exploring the respondents' views on their exposure to the holistic programme for women survivors of human trafficking in South Africa and conduct a verbal evaluation.

8.7   CONCLUSION

This chapter focused on the content of the proposed HSWIP-WSHT and the way this programme was pilot tested by means of a pre- and post-test measurement. The tests were done in order to verify the feasibility and effectiveness of the HSWIP-WSHT. In the study, it was an inevitable step to analyse the collected data to obtain empirical findings. Therefore, the next chapter provides information on the empirical findings of the quantitative part of the research process.

CHAPTER NINE:

EMPIRICAL FINDINGS ON THE QUANTITATIVE PHASE OF THE STUDY

9.1   INTRODUCTION

The focus of the quantitative phase of the study was on the empirical verification of a newly developed HSWIP-WSHT in the Gauteng Province of South Africa. The theoretical frameworks that underpinned the study were the EST and the PCA. These frameworks guided the researcher to understand the way the survivors of human trafficking experienced the trauma they had been exposed to, as well as the way the wider environment that the survivor is part of contributed to the nature of these experiences. From the qualitative study as the first phase (Chapter Seven), the researcher established different themes that were critical to the development of the programme (Chapter Eight). The derived themes focused on the survivors' experiences of human trafficking as a traumatic event that they were exposed to.

The quantitative part was the second phase of this research study with the purpose of establishing the feasibility of the proposed HSWIP-WSHT. The whole population of the women survivors of human trafficking, namely nine respondents, that stay in two different shelters in Gauteng, namely Mercy House and EPWF, form part of the study, as they all met the criteria of the study (Chapter One). A one-group pre-test post-test pre-experimental design was followed (see Figure 9.1) (Fraser & Galinsky, 2010:463). This part of the study also responded to the hypothesis that was formulated, which articulated that a well-designed and developed social work intervention programme for women survivors of human trafficking in South Africa will enhance the total well-being of the survivors. The figure below indicates the activities that were accomplished in this part of the study.

Phases	Activities
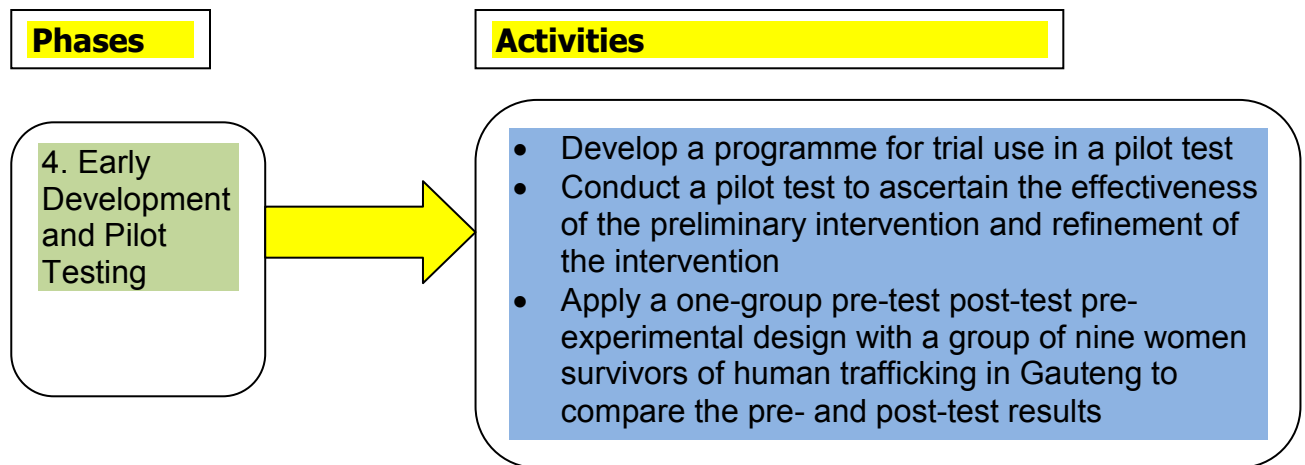
Figure 9.1: Graphic representation of Phase Four of the intervention research

Adapted from: Fraser and Galinsky (2010:463) and De Vos and Strydom (2011)

9.2   GOAL AND OBJECTIVES OF THE QUANTITATIVE PHASE OF THE STUDY

9.2.1   The goal of the quantitative phase of the study

The following was the goal of this phase:

- To empirically verify the feasibility of the newly designed and developed holistic social work intervention programme for women survivors of human trafficking in the Gauteng Province of South Africa.

9.2.2   The objectives of the quantitative phase of the study

The following were the objectives of this phase:

- To design the holistic social work intervention programme based on the findings derived from the qualitative phase of the study.
- To perform a pre-test measurement of the respondents' knowledge level regarding a holistic social work intervention programme for women survivors of human trafficking in the Gauteng Province of South Africa, by means of a questionnaire.

- To establish the respondents' experiences regarding the implementation of a holistic social work intervention programme for women survivors of human trafficking in the context of a social work practice through exposing them to the proposed content of such a programme.

- To perform a post-test measurement by means of the same questionnaire that was used for the pre-test phase to ascertain the extent to which the proposed holistic social work intervention programme can add value to the total well-being of women survivors of human trafficking.

- To analyse the feasibility and effectiveness of the holistic social work intervention programme by comparing pre- and post-test results aimed at promoting the total well-being of the women survivors of human trafficking.

- To formulate recommendations regarding the development and implementation of the holistic social work intervention programme for women survivors of human trafficking.

9.2.3 The hypothesis for the quantitative study

A classic definition of a hypothesis is a proposition to be tested or a tentative statement of a relationship between two variables (De Poy & Gitlin, 2011:75). A hypothesis is also defined as an expectation about the nature of the content derived from a theory and is a statement of something that should be observed in the real world if the theory is correct (Babbie & Mouton, 2010:643). The hypothesis for the quantitative part of this study was formulated as follows:

- A well-designed and developed social work intervention programme for women survivors of human trafficking in South Africa will enhance the total well-being of the survivors.

9.3 QUANTITATIVE RESEARCH APPROACH

A mixed methods research study that combines quantitative and qualitative data was followed. The quantitative approach was informed by the empirical findings of the qualitative approach, and an in-depth literature review was conducted

prior to the commencement of the present study. The qualitative part of the study focused on qualitative information in terms of verbal and written narratives from the participants, while the second part of the study focused on quantitative data in the form of statistics. The results from the combined approach provided rich information regarding the feasibility and effectiveness of the proposed holistic social work intervention programme. Questionnaires were used to collect empirical quantitative data during the pre- and post-test of the proposed content of the HSWIP-WSHT. The pre-experimental, one-group pre-test post-test design was chosen as it includes a pre-test, followed by an intervention, after which a post-test was done to provide a basis to make a comparison between the pre- and post-test results (Grinnell & Unrau, 2011:278). The questionnaires were arranged according to themes as obtained from the qualitative analysis and literature review.

9.4   RESEARCH DESIGN

Within the mixed methods research approach, the most applicable research design was the triangulation mixed method design during which the quantitative data were triangulated with the qualitative component. This involved conducting a pre-test by using a one-group administered questionnaire. The focus was on the respondents' experiences during the trafficking process and their perceptions regarding their needs that would be attended to during a holistic intervention process as an attempt to improve their total well-being. It was then followed up by exposing them to the proposed intervention programme that was based on the data that were collected during the qualitative part of the study. Subsequently, a post-test was conducted using the same questionnaire that was used in the pre-test phase.

9.5   STUDY POPULATION AND SAMPLING

As already mentioned in this report, the respondents were women survivors of human trafficking residing in designated shelters from the Gauteng Province of South Africa, namely Mercy House and EPWF. The mentioned shelters were designed to render services to women who were victims of domestic violence.

However, the government mandated these shelters to accommodate and render services to women survivors of human trafficking due to the absence of specialised shelters (Chapter Seven). Therefore, nine women survivors of human trafficking from the designated shelters as obtained from the provincial shelter network coordinator were exposed to the proposed holistic social work intervention programme. The researcher used the whole population of women survivors found in the two shelters as respondents for this study, as they all matched the criteria given below (Strydom, 2011a:228):

- Women survivors of human trafficking, specifically those who have been residing in shelters in Gauteng Province for at least two weeks.
- Women survivors of human trafficking who have been receiving services to improve their well-being from diverse institutions in Gauteng Province for at least two weeks.
- All women survivors of human trafficking regardless of their nationality (interpreters were used for those who could not speak English).
- Women survivors of human trafficking who were 18 years or older at the time of the study.
- Women survivors of human trafficking who gave consent to voluntarily participate in the study.

9.6 QUANTITATIVE RESEARCH METHODOLOGY

The researcher constructed a questionnaire which was administered face to face to nine respondents on the day of the pilot test (pre-test and post-test). Soon after the pre-test, the researcher exposed the nine respondents to the proposed HSWIP-WSHT. Thereafter, the respondents were subjected to the post-test evaluation through a questionnaire that is identical to the one administered during the pre-test. The abbreviation WSHTR and a number was used for each woman survivor of human trafficking as respondent, thus WSHTR 1 to 9. The characteristics of the respondents in this study are captured in the following table.

Table 9.1: Information of women survivors of human trafficking as respondents

Number	Age	Place of origin	Purpose of trafficking	Name of organisation	Period in shelter
WSHTR 1	20 years	Mozambique	Labour and sexual exploitation	Mercy House	6 months
WSHTR 2	23 years	Polokwane	Sexual exploitation	Mercy House	2 months
WSHTR 3	30 years	Thailand	Labour and sexual exploitation	Mercy House	2 months
WSHTR 4	32 years	Lesotho	Sexual exploitation	Mercy House	3 weeks
WSHTR 5	20 years	Zimbabwe	Sexual exploitation	Mercy House	3 months
WSHTR 6	22 years	Zimbabwe	Sexual exploitation	Mercy House	3 months
WSHTR 7	30 years	Cape Town	Sexual exploitation	Mercy House	3 weeks
WSHTR 8	25 years	Zimbabwe	Labour and sexual exploitation	EPWF	1 year and 2 months
WSHTR 9	29 years	Thailand	Labour and sexual exploitation	EPWF	2 months

The total number of respondents were nine, comprising seven respondents from Mercy House and two respondents from EPWF.

9.7   METHOD OF DATA COLLECTION

The researcher designed a questionnaire that was utilised as a data collection instrument. The questionnaire was based on the findings of the first phase of the qualitative research and an extensive literature study. The same questionnaire was used for both the pre- and post-test data collection. Therefore, it is reported that to obtain valid and reliable data one must ensure, before implementing a study, that the measurement procedures and the measurement instruments to be used demonstrate acceptable levels of reliability and validity (Delport & Roestenburg, 2011:172) (see Section 1.8). In order to ensure the reliability and validity of the questionnaire, all key characteristics of content validity, face validity, and construct validity were incorporated for the following reasons:

- To confirm the suitability of the data collection instrument.
- To identify possible errors in the formulation and compilation of the data collection instrument.
- To adapt the data collection instrument if necessary.
- To identify the most suitable procedures of implementation of the data collection instrument.

To ensure the reliability and validity of the questionnaire, the following was undertaken before the collection of quantitative data:

- The pre- and post-test questionnaire was thoroughly examined by the researcher's supervisor and a research consultant at the University of Pretoria.
- The questionnaire was also discussed with designated social workers who work in the specialised field of human trafficking.

9.7.1 Exposure to the proposed holistic social work intervention programme for women survivors of human trafficking

Prior to the administration of the questionnaire at both Mercy House and EPWF, the following procedures were undertaken on the day of the exposure to the intervention programme as part of the quantitative phase of the study:

- All the respondents, one a different date for each of the two venues, were provided with a letter of informed consent on arrival, after which the researcher explained the content of the research to the group before they signed the consent letter. The researcher distributed the pre-test questionnaire to the respondents before they were exposed to the content of the proposed HSWIP-WSHT.
- Ethical considerations were discussed with the respondents before the presentation commenced, emphasising confidentiality and the protection of their identity, their right to withdraw, and a debriefing session after the pre- and post-test was finalised, as well as the storage of the research data at the University of Pretoria for 15 years.
- The researcher also assured the respondents that she had been granted permission by the management of the shelters to conduct the study and received ethical clearance from the Research and Ethics Committee of the Faculty of Humanities at the University of Pretoria to conduct the study.
- The researcher provided the respondents with a pen and gave them clear instructions on how to complete the questionnaire. After the pre-test phase was finalised, the respondents were exposed to the proposed intervention programme, which was followed up by the post-test phase.

During data processing and analysis of both the pre- and post-test by means of the questionnaire, the researcher linked the respondents with a code to make sure that their identity would never be made known to any person.

9.8   METHOD OF DATA ANALYSIS

After the pre- and post-test, the scores were classified, summarised, and interpreted to find meaning for easy comprehension and utilisation (Fouché & Bartley, 2011:248, 254). The tallied summarised results were statistically organised into different categories by means of numerically formatted tables (Fouché & Bartley, 2011:251, 257). In this study, a dependent t-test was applied as distribution of the data knowledge scores. A dependent t-test is normally utilised when there are two experimental conditions, such as the pre- and post-test of the study, whereby the same respondents take part in both conditions of the experiment (Field, 2005:286). Furthermore, the dependent t-test is defined as a parametric test, which shows the difference between the pre- and post-test scores (Kim, 2015:540). It is therefore evident that the study meets the criteria of the t-test, since the pre-test preliminary intervention and post-test were administered to the same group of women survivors of human trafficking at Mercy House and EPWF respectively. The following steps were applied during the data analysis:

- The researcher coded the completed questionnaires and the data were captured in an Excel worksheet with the assistance of an Information Technology specialist.
- After the researcher edited the data, the inaccuracies were corrected and the responses were scored.
- The statistical significance of the study was tested. The test in question evaluated different scores from measurements taken at two different times on the same individual (pre- and post-test).

Frequency distribution tables were used as a base data set. Univariate analyses were used with the primary aim of describing the characteristics of the variables. The results were presented in numerical format by means of tables and figures (Strydom, 2011a:228).

9.9 QUANTITATIVE EMPIRICAL FINDINGS

The number of respondents that were obtained from the two shelters are represented with an 'n' as indicated in Table 9.2. During the exposure to the HSWIP-WSHT as explained in Chapter Eight, the respondents were encouraged to explore and share their challenges and needs as survivors of human trafficking in order to establish the feasibility of the programme in promoting the individuals' social functioning. The exploration and reflection of the respondents on their experiences formed part of the early development and pilot testing phase of this research study in verifying the feasibility of the programme. The computerised statistical research results of the quantitative data are organised, discussed, and illustrated by means of tables under the headings divided into section A to E as summarised from the findings derived from the questionnaire. The findings will be presented in the next part of this report.

9.9.1 Section A: Biographical profile of respondents

Below are the biographic details of the respondents. Each variable will then be discussed separately.

Table 9.2: Summary of the biographical profile of the respondents

Variables	Frequency (f) and Percentage (P) (n=9)		Frequency (f) and Percentage (P) (n=9)	
AGE:	f	p	f	P
20-25 Years	4	44,4%	4	44,4%
26-30 Years	3	33,3%	3	33,3%
31-35 Years	2	22,2%	2	22,2%
36-40 Years	0	0%	0	0%
41-45 Years	0	0%	0	0%
46-50Years	0	0%	0	0%
51+ Years	0	0%	0	0%
GENDER:				
Male	0	0%	0	0%
Female	9	100%	9	100%
RACE:				
Black	5	55,6%	5	55,6%
White	1	11,1%	1	11,1%

Coloured	1	11,1%	1	11,1%
Asian	2	22,2%	1	22,2%
HOME LANGUAGE:				
English	1	11,1%	1	11,1%
Setswana	2	22,2%	2	22,2%
isiZulu	2	22,2%	2	22,2%
Ndebele	0	0%	0	0%
Afrikaans	1	11,1%	1	11,1%
Other	3	33,3%	3	33,3%
MARITAL STATUS:				
Married	0	0%	0	0%
Never Married	2	22,2%	2	22,2%
Single	7	77,8%	7	77,8%
Widow	0	0%	0	0%
Cohabitation	0	0%	0	0%
HIGHEST LEVEL OF EDUCATION:				
Primary School	1	11,1%	1	11,1%
Secondary/High School	6	66,7%	6	66,7%
Tertiary	2	22,2%	2	22,2%
Never went to school	0	0%	0	0%
OCCUPATION:				
Student	5	55,6%	5	55,6%
Sex Worker	1	11,1%	1	11,1%
Scientist	1	11,1%	1	11,1%
Journalist	1	11,1%	1	11,1%
Hair Stylist	1	11,1%	1	11,1%
EMPLOYMENT HISTORY:				
0-5 Years	5	55,6%	5	55,6%
6-10 Years	1	11,1%	1	11,1%
11+ Years	0	0%	0	0%
Never employed	3	33,3%	3	33,3%
COUNTRY OF ORIGIN:				
South Africa	5	55,6%	5	55,6%
Foreign National	4	44,4%	4	44,4%

9.9.1.1 *Age analysis of respondents*

The majority of the respondents were in the age range of 20 to 25, equalling 44.4%. It can also be observed that all the respondents fall within the economically active age group of 20 to 35.

9.9.1.2   Gender

All of the respondents (100%) in the pre-test and in the post-test were female. This correlates with the profile of the shelters, which exclusively host women.

9.9.1.3   Race of respondents

In terms of race, the pre-test results showed that five of the respondents are Black (55.5%), one (11.1%) is Coloured, one (11.1%) is White, and two are Asian (22.2%). This pattern reflected that Blacks were largely among the most vulnerable within the race groups of the same age categories.

9.9.1.4   Language of respondents

The language pattern shows that three women survivors (33.3%) spoke other non-South African languages, compared to two (22.2%) who spoke Setswana and two who spoke isiZulu (22.2%). However, the smallest percentage of respondents (11.1%) spoke English. One respondent (11.1%) spoke Afrikaans as her first language in addition to English.

9.9.1.5   Marital status of respondents

The marital status of the respondents indicated that seven of the nine (77.8%) women were single (these respondents were once cohabiting with a partner, married, or in an intimate relationship and they have one or two children). The remaining two women (22.2%) have never been married. One could conclude that during the research process, none of the respondents were married. This pattern reflected that single women were largely among the most vulnerable to fall victim to the scourge of human trafficking.

9.9.1.6   Highest level of education of the respondents

Regarding the highest level of education, six respondents (66,7%) attained a secondary level of education, while only two respondents (22.2%) received tertiary education. However, one respondent (11.1%) attained only a primary level of education.

9.9.1.7 Occupation of respondents

The study revealed that the majority of the respondents, namely 55.6%, were students and were not employed. The remaining respondents (44.4%) had different occupations, ranging from sex workers to casual workers or skilled workers.

9.9.1.9 Employment history of respondents

According to the empirical results, five respondents (55.6%) had less than six years' working experience, while only one (11.1%) had more than 10 years' working experience. Three of the respondents (33.3%) had no working experience at all.

9.9.1.10 Respondents' country of origin

The study revealed that five (55.6%) of the respondents originated from South Africa, while four (44.4%) were foreign nationals. In essence, this confirms that human trafficking is both a national and international problem.

9.10 OTHER VARIABLES

9.10.1 Quantitative results

The purpose of the quantitative part of this study was to explore the feasibility of the proposed intervention programme for women survivors of human trafficking, as discussed in Chapter Eight. The goal of the latter was to empirically explore the survivors' experiences of human trafficking and to confirm their different needs that can be addressed by means of a holistic social work intervention programme. The objectives that were followed to explore the latter were as follows:

- To explore what the respondents understand about human trafficking as a traumatic experience that they were exposed to as women.
- To explore respondents' understanding of the consequences of human trafficking to which they were exposed.

- To explore and understand what respondents feel they need to recover from the consequences of human trafficking.
- To explore the feasibility of the holistic social work intervention programme to address the above-mentioned needs.

The quantitative results will be discussed according to the findings obtained from sections B – E of the questionnaire that were followed to explore the respondents' experiences as survivors of human trafficking. The survivors' experiences were derived and coded from their own narrations, which were summarised and categorised into four aspects for easy comprehension and utilisation and they are presented as follows:

- Section B: The extent to which the respondents understand human trafficking as a traumatic experience.
- Section C: The extent to which the respondents understand the consequences of human trafficking.
- Section D: The extent to which the respondents understand what they need to recover from the consequences of human trafficking.
- Section E: The extent to which the respondents understand the feasibility of the holistic social work intervention programme in addressing the needs of women survivors of human trafficking.

For each objective that was addressed during the process of quantitative data gathering, a number of items were formulated on which the respondents rated themselves against a four-point scale. Section B addressed the first objective, namely to explore the extent to which the respondents understand human trafficking as a traumatic experience. Section C addressed the second objective, namely to explore the extent to which the respondents understand the consequences of human trafficking. Section D addressed the third objective, namely to explore and understand the extent to which the respondents understand what they need to recover from the consequences of human trafficking. And finally, Section E addressed the last objective, namely to explore the extent to which the respondents understand the feasibility of the holistic social work

intervention programme in addressing the needs of women survivors of human trafficking.

By using an Excel spreadsheet, the researcher captured the respondents' quantitative ratings for both the pre- and post-test findings. The researcher further analysed the collected data for all the sections. The results for each section were then classified into different categories, and summarised and analysed by means of tables in order to identify meaningful patterns and relationships for easy comprehension (Fouché & Bartley, 2011:249). Sections B to E are discussed below according to the relevant items, followed by a summary of the data and a discussion of the identified patterns.

9.10.1.1 *Section B: The extent to which the respondents understand human trafficking as a traumatic experience*

The following aspects served as items related to Section B, question 1 and 2 of the questionnaire. This section focused on human trafficking as a traumatic experience and its effects. The respondents explored on the following:

- Respondents' understanding of human trafficking as a traumatic experience.
- Respondents' understanding of themselves as women who experienced trauma as a result of human trafficking.

The self-ratings of these questions by the respondents and the analysis by the researcher are summarised in Table 9.3.

Table 9.3: Section B – The extent to which the respondents understand human trafficking as a traumatic experience

	Question 1				Question 2			
	Responses		**Rating**		**Responses**		**Rating**	
	Pre-test	Post-test	Pre-test	Post-test	Pre-test	Post-test	Pre-test	Post-test
n=	9	9			9	9		
Resp=4	1	1	11,1%	11,1%	1	2	11,1%	22,2%
Resp=3	1	5	11,1%	55,6%	1	3	11,1%	33,3%
Resp=2	4	2	44,4%	22,2%	3	3	33,3%	33,3%
Resp=1	3	1	33,3%	11,1%	4	1	44,4%	11,1%
Total:	9	9	100%	100%	9	9	100%	100%

During the pre-test, the majority of the women survivors could not share a clear understanding of human trafficking as a traumatic experience. This is illustrated in Table 9.3, which shows that during the pre-test seven respondents (77.8%) understood little about or did not understand the effects of human trafficking as a traumatic experience at all. However, during the post-test, after their exposure to the proposed intervention programme, the results showed that six respondents (66.7%) indicated that they then understood more about the dynamics of human trafficking and that it can have only negative consequences for a person.

9.10.1.2 *Section C: The extent to which the respondents understand the consequences of human trafficking*

The objective corresponds to question 3 of the questionnaire. The focus is on the exploration of the:

- Respondents' understanding of the consequences of human trafficking to which they were exposed.

The self-ratings of the questions by the respondents and the analysis by the researcher are summarised numerically and interpreted in Table 9.4.

Table 9.4: Section C – The extent to which the respondents understand the consequences of human trafficking

	Question 1			
	Responses		Rating	
	Pre-test	Post-test	Pre-test	Post-test
n=	9	9		
Resp=4	0	2	0,0%	22,2%
Resp=3	3	5	33,3%	55,6%
Resp=2	5	1	55,6%	11,1%
Resp=1	1	1	11,1%	11,1%
Total:	9	9	100%	100%

The pre-test and post-test responses in Section C focus on the consequences experienced by women survivors due to human trafficking. Table 9.4 shows an interesting trend with regards to results during the pre- and post-test. The respondents showed no or very little understanding of themselves as women survivors of human trafficking who experienced numerous consequences because of their exposure to the scourge. From the pre-test results, it is confirmed that the majority of the respondents invariably could not articulate on their own the consequences in terms of the psychological, social, physiological, educational, legal, and spiritual effects emanating from being a woman survivor of human trafficking. However, there was a shift from 33.3% during the pre-test to 55.6% of the respondents during the post-test who showed some understanding of the consequences of human trafficking, which could be as a result of their exposure to the possible contents of the proposed holistic social work intervention programme (see details in Chapter Three). The findings of the post-test results correlated with what the qualitative results revealed in this study, namely that human trafficking will have physical, psychological, economic, social, and cultural consequences for women survivors of human trafficking (Dixon, 2008:81).

9.10.1.3 Section D: The extent to which the respondents understand what they need to recover from the consequences of human trafficking

Section D of the questionnaire provided the respondents with the opportunity to explore and reflect on what they need to recover from their exposure to human trafficking. The respondents shared their losses due to the way human trafficking

affected their social, psychological, physical, economic, and spiritual well-being, but also their lack of knowledge regarding their legal rights as women survivors of human trafficking. The following aspects were explored:

- The extent to which the respondents understand their psychological needs.
- The extent to which the respondents understand their social needs.
- The extent to which the respondents understand their physical needs.
- The extent to which the respondents understand their educational needs.
- The extent to which the respondents understand their economic needs.
- The extent to which the respondents understand their spiritual needs.
- The extent to which the respondents understand the legal rights of the woman survivor of human trafficking.

The self-ratings of the above statements by the respondents and the analysis by the researcher is summarised numerically and interpreted in Table 9.5.

Table 9.5a: Section D – The extent to which the respondents understand what they need to recover from the consequences of human trafficking

	Question 1 (Psychological)				Question 2 (Social)			
	Responses		Rating		Responses		Rating	
	Pre-test	Post-test	Pre-test	Post-test	Pre-test	Post-test	Pre-test	Post-test
n=	9	9			9	9		
Resp=4	0	2	0,0%	22,2%	1	2	11,1%	22,2%
Resp=3	1	3	11,1%	33,3%	2	3	22,2%	33,3%
Resp=2	3	2	33,3%	22,2%	5	3	55,6%	33,3%
Resp=1	5	2	55,6%	22,2%	1	1	11,1%	11,1%
Total:	9	9	100%	100%	9	9	100%	100%

Table 9.5b: Section D – The extent to which the respondents understand what they need to recover from the consequences of human trafficking

	Question 3 (Physical)				Question 4 (Educational – soft and hard skills)			
	Responses		Rating		Responses		Rating	
	Pre-test	Post-test	Pre-test	Post-test	Pre-test	Post-test	Pre-test	Post-test
n=	9	9			9	9		
Resp=4	0	2	0,0%	22,2%	0	5	0,0%	55,6%
Resp=3	0	3	0,0%	33,3%	2	3	22,2%	33,3%
Resp=2	1	3	11,1%	33,3%	2	1	22,2%	11,1%
Resp=1	8	1	88,9%	11,1%	5	0	55,6%	0,0%
Total:	9	9	100%	100%	9	9	100%	100%

Table 9.5c: Section D – The extent to which the respondents understand what they need to recover from the consequences of human trafficking

	Question 5 (Economic)				Question 6 (legal rights)			
	Responses		Rating		Responses		Rating	
	Pre-test	Post-test	Pre-test	Post-test	Pre-test	Post-test	Pre-test	Post-test
n=	9	9			9	9		
Resp=4	0	2	0,0%	22,2%	0	0	0,0%	0,0%
Resp=3	2	3	22,2%	33,3%	0	5	0,0%	55,5%
Resp=2	1	3	11,1%	33,3%	0	2	0,0%	22,2%
Resp=1	6	1	66,7%	11,1%	9	2	100,0%	22,2%
Total:	9	9	100%	100%	9	9	100%	100%

Table 9.5d: Section D – The extent to which the respondents understand what they need to recover from the consequences of human trafficking

	Question 7 (spiritual)			
	Responses		Rating	
	Pre-test	Post-test	Pre-test	Post-test
n=	9	9		
Resp=4	0	2	0,0%	22,2%
Resp=3	1	3	11,1%	33,3%
Resp=2	5	3	55,6%	33,3%
Resp=1	3	1	33,3%	11,1%
Total:	9	9	100%	100%

The pre-test and post-test responses in Section D focus on all the needs of women survivors of human trafficking. This included the psychological, social, physical, economic, and spiritual needs, as well as the legal rights of women survivors of human trafficking. The results showed that the majority of the respondents lacked an understanding of their needs as women survivors of human trafficking. This is consistent with their responses (Table 9.5a) when the majority of the respondents showed a lack of knowledge regarding their psychological needs. During the pre-test, the majority (55.6%) of the respondents showed less understanding of psychological issues, like an awareness of how the traumatic experiences affected them personally. The research study revealed that the majority of the respondents had little or no knowledge of the fact that a person had a right to make their own informed decisions. Regarding coping mechanisms, it seemed that the majority, namely five (55.6%), of the respondents had little or no understanding of possible coping mechanisms which they could use to enhance their well-being. However, after exposure to the programme, a greater number of the respondents showed some understanding of their psychological needs. This could be as a result of their exposure to the programme. Friedman and Allen (2009:12) state that the ability to cope requires both problem solving skills and the ability to regulate negative feelings. This may lead to an increase in self-esteem, which may help diminish the negative feelings brought on by a particular stressor. Payne (2016:184-185) also indicates that coping measures include emotional, cognitive, and behavioural actions, which are needed to change aspects of a stressful life situation (Chapter Two).

Regarding the social needs of the respondents, a five of the respondents (55.6%) showed little understanding of the value of social networks. During the pre-test, only one respondent (11.1%) indicated the importance of social networks. However, the researcher did identify a contrast in post-test results from the open-ended questions. Three of the respondents, which equates to 33.3%, indicated a better understating of the importance of social networks.

The results of Table 9.5b, 9.5c and 9.5d are consistent with the survivors' responses regarding their physical, educational, and economic needs, while the majority of the respondents showed a clear lack of knowledge about these factors.

The respondents lacked knowledge of the fact that they are allowed to access medical help from clinics or hospitals to treat physical ailments. They also lacked some knowledge on how they could access education and training on soft, hard, and academic skills. The latter was further complicated by a lack of financial support. In general, the respondents confirmed through their responses that they were not informed about their legal rights as trafficked women and could not make use of the legal system to improve their well-being.

The above findings agree with what Mollema (2013:82) and Pearson (2003:4), who state that most of the women survivors of human trafficking lack legal status due to a lack of knowledge and are therefore especially vulnerable in the destination countries. It is clear that there is a definite correlation between their lack of knowledge about their needs and their lack of knowledge on how to address these needs to improve their lives. However, the trend changed after the researcher exposed the respondents to the content of the proposed intervention programme through an exploration of and reflection on their experiences. The process of exploration and reflection critically assisted the respondents to evaluate their needs, which indicated the value a holistic social work intervention programme may have for women survivors of human trafficking.

The rating of the post-test showed remarkable understanding by the respondents about the way the proposed intervention programme can meet their different needs to promote their well-being. It was therefore critical for the respondents to reflect on all their needs, including their understanding of the PACOTIP Act 7 of 2013. The respondents further reflected and explored their understanding of the fact that South Africa has obligations concerning the protection of the victims of trafficking according to international agreements (see Chapter Four).

9.10.1.4 Section E: The extent to which the respondents understand the feasibility of the holistic social work intervention programme to address the needs of women survivors of human trafficking

In summarising the questionnaire, the respondents had the opportunity to reflect on the content of the holistic social work intervention programme. The three rating statements below addressed question 1 and 2 of the questionnaire. The section

focused on an exploration of the experiences of the respondents regarding the feasibility of the holistic social work intervention programme in addressing all their needs. Therefore, this section addresses objective three, namely to explore and understand what respondents feel they need to recover from the consequences of human trafficking. The section also included objective four, namely to explore the feasibility of the holistic social work intervention programme to address the needs of women survivors of human trafficking.

The rating statements to respond to the above objectives are as follows:

- The extent to which the respondents understand a holistic social work intervention programme.
- The extent to which a holistic social work intervention programme would cover all the needs of the women survivors of human trafficking.
- The extent to which respondents consider the holistic social work intervention programme feasible in contributing to the well-being of women survivors of human trafficking.

The self-ratings of the above aspects by the respondents and the analysis by the researcher are summarised in Table 9.6.

Table 9.6: Section E – The extent to which the respondents understand the feasibility of the holistic social work intervention programme to address the needs of women survivors of human trafficking

	Question 1				Question 2				Question 3			
	Responses		Rating		Responses		Rating		Responses		Rating	
	Pre-test	Post-test	Pre-test	Post-test	Pre-test	Post-test	Pre-test	Post-test	Pre-test	Post-test	Pre-test	Post-test
n=	9	9			9	9			9	9		
Resp=4	0	0	0,0%	0,0%	0	0	0,0%	0,0%	0	3	0,0%	44,4%
Resp=3	0	4	0,0%	44,4%	0	5	0,0%	55,6%	0	3	0,0%	33,3%
Resp=2	2	4	22,2%	44,4%	0	2	0,0%	22,2%	5	1	55,6%	11,1%
Resp=1	7	1	77,8%	11,1%	9	2	100%	22,2%	4	1	44,4%	11,1%
Total:	9	9	100%	100%	9	9	100%	100%	9	9	100%	100%

All the results in Section E of the pre-test showed that the majority of the respondents indicated little or no understanding of the importance of each of the aspects. However, the post-test responses reflected a higher percentage of respondents that indicated a better understanding of the aspects in Section E. The descriptions in the open-ended questions seemed to confirm that they originally had a lack of knowledge on what the holistic social work intervention programme may entail. Furthermore, there was an indication of a lack of knowledge by the respondents on whether the implementation of such a programme would contribute to the social, psychological, physical, economic, and spiritual well-being of survivors of human trafficking.

During the exposure to the holistic social work intervention programme, it was revealed that social workers may focus on at least three separate areas during service rendering that can be linked to the PCA as well as the EST. Firstly, the social worker has to value the self of the survivor and her conception, perception, and experience of who she is as a person and as a unique human being throughout the intervention process (Grobler & Schenck, 2009:15). The idea is thus that the survivor's view of herself will always be linked to her individual experiences. Secondly, the focus needs to be placed on the relationship between the survivor and the social resources and services around her to meet certain needs. Lastly, the focus of the intervention programme can be on the exploration of the respondent's experiences with the above social systems in order to reform the programme when necessary, to meet the needs of the survivor during the intervention programme in a more effective way (Zastrow, 2012:41). In brief, the latter refers to the concept of the 'person-in-environment' or context, which needs to be taken into consideration during the implementation of any intervention programme (Payne, 2005:151). It also became clear during the post-test that the majority of the respondents specifically highlighted the need for a holistic social work intervention programme to address all their different needs.

9.11 CONCLUSION

This chapter discussed the empirical findings of the quantitative study in order to verify the feasibility of the newly designed and developed HSWIP-WSHT in the Gauteng Province of South Africa. The post-test results largely indicated that the exposure of the women survivors of human trafficking to the holistic social work intervention programme has the potential to enhance the respondents' understanding of their different needs after experiencing human trafficking. Based on the empirical findings of this study, specific conclusions and recommendations are formulated in the next chapter.

CHAPTER TEN:
KEY FINDINGS, CONCLUSIONS, LIMITATIONS, AND RECOMMENDATIONS

10.1 INTRODUCTION

The purpose of this chapter is to present the conclusions of the study based on the empirical and key findings, the limitations, and the recommendations of the study. Trafficking in women continues to be a challenge locally and globally. The phenomenon denies victims their human rights and they are used as commodities without any say. They are denied of the right to realise their potential, as well as in some cases the right to be a mother to their children. Empirical evidence indicated that trafficking of women for domestic and sexual exploitation is a flourishing business in the SADC region (US Department of State, 2014:28). A lack of knowledge on the trends of human trafficking places women at risk of falling prey to this scourge and thereby becoming trapped in the process. Women who are trapped in the scourge of human trafficking are robbed of their social, psychological, physical, educational, legal, and spiritual development, which they would have enjoyed if they were not trapped for exploitation. The combination of poverty, unemployment, gender inequality, inadequate legislation, and poor law enforcement tends to enable trafficking in women to thrive in Southern Africa (Mollema, 2013:77-82). Reda (2012:18) adds that women trafficked for sexual exploitation and domestic labour are deceived about the amount of money they will earn and the working conditions they will have to endure. Consequently, trafficked women suffer gross human rights violations with devastating consequences.

Women survivors of human trafficking require an enormous range of services that require them to navigate through complex bureaucracies and fragmented service delivery (NSVRC & PCAR, 2012:17). Therefore, the holistic social work intervention programme will address all aspects of the survivors' needs, ranging from social and physical to psychological and emotional, in order to promote their recovery. Knowledgeable social workers who work from a holistic approach will

thus be more successful in rendering a service to women survivors of human trafficking. Consequently, the discussion of the research results is based on how the goal and objectives were accomplished, the research questions answered, and the hypothesis tested. This will be followed by the formulation of the key findings, conclusions, limitations, and recommendations.

10.2 GOAL AND OBJECTIVES OF THE STUDY

The goal and the objectives of the study will be discussed in the sub-sections below.

10.2.1 The goal of this study

The goal of this study was:

- To design, develop, implement, and verify the feasibility of a holistic social work intervention programme for women survivors of human trafficking in South Africa.

The researcher was successful in exposing the respondents to the holistic social work intervention programme. The goal of the study was achieved through the development of the HSWIP-WSHT. This was achieved in both the qualitative and quantitative phase during the exploration of the feasibility of the intervention programme through the implementation and verification process, which took place in the form of a pilot test. The participants completed an interview schedule and the respondents completed the pre- and post-test questionnaires. The findings evidently revealed that there was a dire need for the development of a HSWIP-WSHT in South Africa.

The goal of the study was evidently achieved through the achievement of the objectives. The objectives were categorised into two phases for the qualitative and quantitative parts of the study respectively. A discussion of the way the objectives were accomplished during the qualitative and quantitative phases will be discussed in the following section.

10.2.2 The objectives of the study

Objective 1: To identify and analyse the consequences experienced by women survivors of human trafficking globally, with specific reference to South Africa, through a literature study.

In Chapter Three the focus was on the exploration of the consequences experienced by women survivors of human trafficking, as well as the needs that developed as a consequence of their exposure to this phenomenon. A thorough literature review clearly revealed that trafficking in persons is a global phenomenon that is affecting women worldwide. The consequences thereof are numerous and are discussed in detail in the above-mentioned chapter of the study.

Objective 2: To identify and explore any existing relevant intervention programmes for women survivors of human trafficking on a national and international level.

Due to the fact that no HSWIP-WSHT exists in South Africa, the researcher was forced to review and explore existing programmes that are closely linked to the needs of women survivors of human trafficking or programmes that holistically deal with the world of a woman. The researcher explored the following existing programmes on a national as well as international level that supported her to develop the proposed holistic social work intervention programme for this study:

- Programme one – Common Threads: a recovery programme for survivors of gender-based violence in Ecuador.
- Programme two – The EVAW Program.
- Programme three – A Safer South Africa for Women and Children: Improved Security and Justice for Women, Girls and Boys.
- Programme four – National Policy Guidelines for Victim Empowerment

Objective 3: To explore the perceptions of social workers and survivors about legislation that governs the rights of women survivors of human trafficking on a national and international level.

Chapter Four dealt with existing legislation and policies that could support any programme that can promote the rights of women survivors of human trafficking on a national and international level. In this chapter, several instruments and government policies of different countries, including South Africa, that protect and promote women's rights were discussed. This aspect was also intensively researched during the qualitative part of the study, during which practitioners as well as survivors of human trafficking revealed that they lack the necessary knowledge concerning legislation in this field of practice.

Objective 4: To explore the intervention options available to social workers for addressing the needs of women survivors of human trafficking during the intervention process.

In Chapter Five and Seven respectively, a thorough literature review and the qualitative findings revealed that some of the designated shelters that render services to women survivors of human trafficking often utilise the National Policy Guidelines for Victim Empowerment. The programme focuses more on assisting victims of gender-based violence and not necessarily human trafficking. The mentioned programme was also not developed to attend to the needs of women survivors of human trafficking in a holistic manner. Nevertheless, not all shelters had access to the guidelines or the programme.

10.2.2.1 *Accomplishment of the quantitative phase objectives*

Objective 1: To design and develop a holistic social work intervention programme relevant to social workers in South Africa when addressing the challenges and needs of women survivors of human trafficking.

The HSWIP-WSHT in South Africa was designed and developed based on the themes that were derived from a comprehensive literature review and the

empirical findings of the qualitative phase of this research study. Chapter Eight discussed the details of the developed holistic social work intervention programme that would address the needs of women survivors of human trafficking in South Africa. The pilot test of the developed intervention programme was discussed in Chapter Nine. However, for the purposes of this research study, the intervention programme had to be shortened and an overview was provided.

Objective 2: To perform a pre-test measurement prior to commencement of the holistic social work intervention programme in dealing with the challenges and needs of women survivors of human trafficking by means of a questionnaire.

The researcher performed a pre-test measurement prior to the commencement of the proposed holistic social work intervention programme in the second phase (quantitative) of this study, as discussed in Chapter Nine. The development of the self-administered questionnaire was conducted and it was used during the one-group pre-test and post-test phase to explore the respondents' experiences as women survivors of human trafficking.

Objective 3: To implement the holistic social work intervention programme by exposing the content of the programme to the women survivors of human trafficking.

The details of the implementation of the holistic social work intervention programme were discussed in full in Chapter Nine of this report. The intervention programme was implemented in two residential shelters in Gauteng, namely Mercy House and EPWF, in order to test its feasibility. A one-day exposure to the content of the programme was conducted in each shelter and nine respondents were present for both the pre-test and post-test phase. However, the programme still needs to be refined.

Objective 4: To perform a post-test measurement after the implementation of the holistic social work intervention programme in dealing with the challenges and needs of women survivors of human by means of a questionnaire.

After exposure to the holistic social work intervention programme, the respondents were given a self-administered post-test questionnaire to share their experiences of the intervention programme which they were exposed to during the pilot test.

Objective 5: To analyse the feasibility and effectiveness of the holistic social work intervention programme by comparing pre- and post-test results aimed at promoting the total well-being of the women survivors of human trafficking.

The quantitative empirical results revealed that the holistic social work intervention programme was valuable in the sense that it would address the needs of the women survivors of human trafficking in a holistic manner. The respondents gave valuable feedback and they indicated that the programme needs to be replicated for use by social workers in order to meet the needs of the survivors and to promote their total well-being.

Objective 6: To formulate recommendations regarding the development and implementation of the holistic social work intervention programme for women survivors of human trafficking.

In Chapter Ten, the researcher successfully formulated certain conclusions and recommendations, which are based on the results of the research study. The results of the qualitative, as well as the quantitative part of this study, guided the researcher to formulate certain recommendations regarding the development and application of the HSWIP-WSHT.

10.3 RESEARCH QUESTIONS (QUALITATIVE PHASE)

The following research questions were formulated for the qualitative part of the study:

- What are the perceptions of professionals regarding the needs of women survivors of human trafficking?
- What are the experiences and needs of women survivors of human trafficking that have to be addressed during an intervention programme?
- What initiatives are undertaken by role players in South Africa in addressing the consequences experienced by women survivors of human trafficking?
- How will the designed and developed social work programme enhance quality service rendering and restore the worth and dignity of women survivors of human trafficking in South Africa?

The research questions were answered based on both the qualitative and quantitative findings of the study. All the research questions guided the researcher to successfully facilitate and finalise the research study. The researcher was able to explore and identify the perceptions, experiences, and opinions of all participants and respondents. Regarding the perceptions of the professionals on the needs of women survivors of human trafficking, their responses were consistent with Solis (2015:86). The author's views indicated that the survivors struggle with numerous ailments which affect all aspects of their well-being (Chapter Three and Seven). Exposure to the content of the intervention programme had a positive impact on the respondents in that they were able to explore and reflect on their experiences, which supported them to come to a realisation of the possible consequences of trafficking and the needs that would promote their well-being (Chapter Nine).

Regarding the experiences and needs of women survivors of human trafficking that should be addressed during the execution of an intervention programme, the literature review in this study highlighted their experiences, as well as their needs and the consequences they faced, in Chapter Three. In Chapter Four, the focus was on the legal instruments that offer protection to women survivors of human

trafficking. Furthermore, the researcher developed the intervention programme (Chapter Eight) based on the empirical findings of the qualitative phase (Chapter Seven) and literature review. The needs of the women survivors of human trafficking were clearly articulated during the pre-test-exposure-post-test process (Chapter Nine).

Concerning the initiatives that are undertaken by role players in South Africa in addressing the consequences experienced by women survivors of human trafficking, the participants stated during the qualitative phase that they work in collaboration with stakeholders, such as the SAPs, the DHA, the NPA, and medical officials, although not all are always on board.

Participants articulated that the designed and developed social work programme would enhance effective service rendering and restore the worth and dignity of women survivors of human trafficking in South Africa (Chapter Four and Nine). This view strengthened their belief regarding the importance of the holistic social work intervention programme, as it covers all aspects of their needs (Chapter Eight).

10.4 HYPOTHESIS AS FORMULATED FOR THE STUDY (QUANTITATIVE PHASE)

The hypothesis for this study stipulated that a well-designed and developed HSWIP-WSHT will enhance their total well-being.

The hypothesis proved to be useful. The respondents confirmed the value when the results of the pre-test and post-test were compared with each other. The hypothesis was tested through a one-group pre-test post-test design and the outcome proved to be effective and acceptable. The pre-test questionnaire was administered prior to exposure to the content of the intervention programme. After exposure to the content of the intervention programme, a post-test questionnaire was administered to measure the feasibility of the intervention programme in promoting the well-being of the women survivors of human trafficking. The findings

of the pre-test and post-test were merged and analysed and the results confirmed the hypothesis.

10.5 KEY FINDINGS

The discussion on the key findings of the current study are based on the literature review, research methodology, and empirical findings of the study.

The following key findings can be formulated for this study:

- The study confirmed that trafficking in women is a global issue.
- A holistic social work service and programme specifically developed for women survivors in the South African context does not exist.
- The research study revealed that women survivors of human trafficking experience numerous consequences which affect the survivors' total well-being, such as psychological, social, physical, and spiritual consequences.
- It became evident that, although not always executed in reality to protect women survivors against the consequences of human trafficking, a number of policies and relevant legislation exist in South Africa to do so.
- The findings showed that most of the professionals lacked the knowledge to address the needs of the woman survivor of human trafficking.
- The study confirmed the importance of a HSWIP-WSHT in South Africa.
- The study indicated that women survivors can become re-victimised in the process of getting help, due to a lack of knowledge by law enforcement and other officials.

10.6 CONCLUSIONS

The conclusions, based on the outcome of the study, will be discussed according to four themes.

10.6.1 Theme 1: Respondents' understanding of human trafficking as a traumatic experience that they were exposed to

The research study confirmed that not all women survivors of human trafficking realised how trauma as a result of being trafficked may affect their lives. This is consistent with the views of Warpinski (2013:22), who states that traumatic bonding makes it difficult for women survivors to have a voice or choice, because the depth of the trauma experienced can make them appear inconsistent, unreliable, amnesiac, angry, distrustful, and loyal to their traffickers. The longer victims remain under the control of their traffickers, the more severe and long-lasting the effects of their trauma. The symptoms may persist for a long time after the trafficking experience, unless support and appropriate counselling is provided (Dixon, 2008:84). The devastating experiences the survivors have lived through result in low self-esteem and feelings of shame, guilt, anger, depression, anxiety, and fear (Puidokiene et al., 2008:7). Therefore, it was concluded that women survivors of human trafficking should be protected from all forms of violence or harm.

The key findings evidently indicate that the participants experience trauma and unbearable consequences due to their exposure to human trafficking. They also had numerous needs to be attended to as a way to improve their circumstances.

10.6.2 Theme 2: Respondents' understanding of the consequences of human trafficking to which they were exposed

The conclusions of the key findings are drawn from both the qualitative and quantitative empirical phases. The research results indicated that most of the women survivors of human trafficking experience numerous unspeakable and horrific challenges that affect their well-being. The Center for Social Justice (2013:161) states that human trafficking frequently involves sustained levels of abuse and violence, with many women suffering serious health issues for a long time after their exposure.

The experienced consequences deny the survivor of trafficking the worth and dignity they need and with that, the acknowledgement of their basic human rights. Therefore, meeting their needs in a holistic manner is paramount, hence the development of the new holistic social work intervention programme. The UN (2009b:16) indicates that, undoubtedly, human rights should be at the core of any effort to combat or eliminate trafficking in persons. Trafficking is a grave violation of human rights, in particular the right to liberty, human dignity, and worth, as well as the right not to be held in slavery or involuntary servitude.

It is concluded that women survivors of trafficking have numerous needs that result from being exposed to human trafficking (see Chapter Three). Therefore, it is against that background that the implementation of the holistic social work intervention programme would promote the total well-being of the survivor. The Department of Health and Human Services USA (2012:1) states that the needs of trafficking survivors tend to be complex, often-involving with social workers, multi-jurisdictional law enforcement personnel, lawyers, and an array of benefit providers.

10.6.3 Theme 3: What respondents need to recover from the consequences of human trafficking

The findings of the study indicated that the respondents were not aware of their human rights, which also confirmed a general lack of knowledge about services that would be due to them, resulting in re-traumatisation and a delay in the healing process, or no progress at all. Dixon (2008:81) asserts that trafficking activities contravene fundamental human rights, denying trafficked women basic and broadly accepted individual freedoms.

Literature from different legal instruments, national and international, relating to the protection of women survivors of human trafficking, including the PACOTIP Act 7 of 2013, were mentioned to social workers and was part of the discussion during the empirical phase of the study. It was clear from the interviews and discussions with these social workers that the Act exists, but is not applied at grassroots level. Concerning the survivors, it was apparent that both the participants and the

respondents from the qualitative and quantitative study were not quite familiar with the mentioned Act.

From the findings, the researcher can conclude that social service providers experience challenges in rendering services to the survivors of human trafficking due to limited knowledge about the specific phenomenon. Manjoo (2011:89) illuminates that most agencies that render services to women have greater familiarity and knowledge with domestic violence than human trafficking and as such, there is greater discrimination against victims of trafficking. In addition, survivor support groups in shelters are often not designed to address the issues and feelings of survivors who were exposed to human trafficking.

It can also be concluded that social work services to the survivors of human trafficking were inefficient and ineffective. Social work services were limited due to limited knowledge on how to work with survivors. Therefore, there is a need for social workers and other role players in the field to be trained in the holistic programme to render an effective service to the survivors of human trafficking. Manjoo (2011:89) clearly states that service delivery to women survivors of human trafficking should only be attempted when the facility can provide a safe and supportive environment and when the social workers are properly trained to understand the safety, legal, medical, mental health, social, and cultural needs of the survivor. Empowering trafficked women to step forward and speak about their experiences, such as sexual exploitation, would be much more successful. However, this could only be done by tackling ignorance among the social service providers and the public at large as to why women fall prey to traffickers. This would provide an opportunity for the social workers to deal with the survivors' needs amicably (Murray, 2014:1).

10.6.4 Theme 4: The feasibility of the holistic social work intervention programme to address the above-mentioned needs

This research study evidently showed that there is limited literature available on programmes that can be utilised to render a quality service to women survivors of human trafficking in the context of South Africa. Sipamla (2012:9) clearly states

that in South Africa the shelters that are meant for victims of domestic violence are also used to provide accommodation for women survivors of human trafficking. As such, the practice of combining victims of domestic violence and women survivors of human trafficking in one shelter poses a great challenge for the social workers during service rendering. The initiatives in service rendering are in vain, because the needs of women survivors of human trafficking are unique and not the same as those of victims of domestic violence. Therefore, it was important to study international evidence-based literature and use it as a basis for the development of the proposed holistic social work intervention programme that would meet all the needs of the woman survivor of human trafficking.

Derived from the results of the study, it is unmistakable that the holistic social work intervention programme had a positive impact on the knowledge of the respondents regarding the consequences experienced as a result of trafficking and the needs to be addressed in order to improve their well-being. The HSWIP-WSHT has been proven valuable and it fulfilled a dire need for social workers to render a quality and holistic service to these women. Therefore, it was evident that the proposed programme could be introduced to the residential facilities that accommodate women survivors, as well as incorporated in the social work curriculum at the level of higher education.

Finally, women continue to be vulnerable despite the current efforts of the government to curb human trafficking. Women survivors of human trafficking that are denied of their human rights are victimised and do not have freedom to fulfil their psychological, social, physical, economic, legal, and spiritual needs. Protecting the above needs to promote the well-being of the survivors continues to be a great challenge to both social workers and policy makers. Since trafficking in women has devastating repercussions on survivors, governments should take more active responsibility to protect them (Mollema, 2013:80-82).

10.7 LIMITATIONS OF THE STUDY

The following limitations of the study can be highlighted:

- The findings of the study were not implemented, evaluated, refined, and re-evaluated to conclude the programme. This was the case because the researcher focused on the first four phases of the D & D intervention research. However, one of the recommendations of the study is to complete the last two phases in a follow-up study.

- The fact that no holistic social work intervention programme exists in South Africa to attend to all the needs of the women survivors of human trafficking was a limitation. The researcher had to rely on existing programmes from other countries to guide her in the development of such a programme for the context of South Africa.

10.8 RECOMMENDATIONS

The recommendations of the study will be discussed in the sub-sections below.

10.8.1 Recommendations for practice

The following recommendations for practise can be taken note of:

- Based on the fact that women survivors of human trafficking need intensive therapy, this field of practise in social work should be considered a specialised area with clearly defined social work tasks, roles, and intervention strategies.

- The holistic social work intervention programme should be introduced and be adopted in specialised facilities for women survivors of human trafficking. Women survivors should therefore be encouraged to participate in the intervention programme so that they can be empowered and establish a well-balanced life.

- Social workers in this field of service rendering should encourage and conduct community awareness in order to prevent trafficking in women and reduce the stigmatisation faced by the survivors by means of road shows, workshops, and social action.

- The establishment of community-based centres, such as vocational rehabilitation centres, day care centres, and halfway houses that are accessible to the survivors as they transit to independent life should be encouraged by stakeholders working in the field of woman trafficking

- Professionals in this field of service rendering should facilitate the reintegration process of the women survivors of human trafficking into the labour market so that they can fend for themselves by empowering the women survivors with communication and industrial skills and further linking them with reputable employment agents. The provision of affordable social housing that is below market value would encourage independent living for women survivors. Independent living would promote self-reliance and avoid dependency syndrome.

- Family reunification should be encouraged during the intervention process.

- The women survivors of human trafficking should be accommodated in specialised shelters that would focus on all their needs. This is important, because their needs are unique and not similar to those of victims of domestic violence. Therefore, the services rendered should also be unique to promote the total well-being of the woman survivor of woman trafficking.

- Training in the HSWIP-WSHT should also be made available to caregivers, such as housemothers, outreach workers, volunteers, and chaplains that render services to women survivors of human trafficking.

- To accelerate the distribution and implementation of the newly developed holistic social work intervention programme, the DSD should become involved through dialogues and workshops or train-the-trainer programmes.

- The study indicated the importance of collaboration between the different role players working with women survivors of human trafficking during the implementation of the holistic social work intervention programme.

- Social workers and other role players working with survivors of human trafficking should be familiar with applicable legal provisions to protect and render a quality service to survivors

- It would be useful if this holistic intervention programme be evaluated on an ongoing basis in order to continue to develop it in terms of relevance and ethical practice

10.8.2 Recommendations for training

The following recommendations for training were formulated:

- Training and education, focusing on the knowledge base of the social worker regarding the needs of the woman survivor of human trafficking, are paramount. Therefore, training of the social workers and other professionals in this field of service rendering as a specialised field is a definite recommendation. Such a training programme must include the biopsychosocial, economic, legal, and spiritual consequences and needs of the women survivor. Social workers as the main players in the execution of the holistic social work intervention programme need to be well-informed with all the above-mentioned needs to enable them to protect the survivors against further trauma.

- Social workers should be well trained in the phenomenon of trafficking in women. They should be fully informed about the legislative frameworks that deal with women survivors of human trafficking. Seminars, workshops, in-

service training, conferences, and short courses for continued professional development need to be presented to educate service providers to execute the holistic social work intervention programme. This training can also include multidisciplinary teams, such as law enforcement and judicial officials, immigration officials, and border police.

- Training institutions should expose social work undergraduate students to thorough training on the needs of and consequences experienced by women survivors of human trafficking, as well as the HSWIP-WSHT in South Africa. The holistic social work intervention programme should form part of the curricula of social workers in institutions for higher education on an undergraduate level in South Africa.

- Social work managers in the field of practise should be enabled through training to facilitate effective supervision to social workers who work in this field of specialisation.

10.8.3 Recommendations for resources

The following resources are recommended:

- Professionals in this field of service rendering should be provided with adequate resources, including infrastructure such as secure offices. They also need computers, printers, internet access, phones, stationery, and reliable transportation, to assist women survivors to access other services that are readily available and universally accessible. The above recommendation correlates with the Federal Strategic Action Plan on Services for Victims of Human Trafficking in the United States 2013 – 2017 (The White House, 2014:16), which stipulates that survivors' access to medical services, legal services, education, skills development, empowerment programmes, and psychosocial counselling is a necessity.

- Resources such as safe and secure housing, medical treatment, police for protection, dieticians for nutrition, and immigration services should be readily

accessible to women survivors of trafficking. The Department of Health and Human Services USA (2012:1) clearly states that trafficked survivors are generally not able to obtain the above-mentioned resources by themselves. They need a social worker to assist them to benefit from these services as a way to rebuild their lives in the society.

10.8.4 Recommendations for legislation and policy

The recommendations for legislation and policy are discussed as follows:

- The newly developed HSWIP-WSHT should be incorporated in the PACOTIP Act 7 of 2013. This should include the specialised services that will holistically address and meet needs of the woman survivor of human trafficking in one setting.

- It is also highly recommended that the government build the capacity of social workers and all stakeholders that render services in the proposed specialised shelters. This would facilitate collaboration among social workers and other stakeholders, and encourage them to be proactive by conducting public awareness campaigns in addressing all forms of trafficking in women and the needs of and consequences experienced by the survivors of human trafficking.

- It is recommended that government officials and leaders become involved in awareness raising by creating and putting up posters with information about trafficking in women, the consequences of trafficking, and the needs of the survivors. The posters should be placed in public and private offices, as well as open spaces. Furthermore, workshops should be conducted for social workers on the holistic social work intervention programme, to enable them to provide services utilising this programme.

- TIP policies should mandate social workers to know and understand the rights of women survivors of human trafficking. In return, social workers should empower the women survivors with both national and international

legal instruments. Empowering the women survivors involves enabling them to verbalise their needs and teaching them how to access different services in South Africa, including how to claim the right compensation according to TIP policies.

- The policy on funding for strategies that address the needs of women survivors of human trafficking should be clearer. The government should allocate more funding to support anti-trafficking activities, which include law enforcement, judicial training, and victim assistance and protection. In addition, the provision of more funds to NGOs that provide specialised services for women survivors of human trafficking, including locals and foreign nationals, is of paramount importance. The UN's (2014:281) view correlates with the empirical findings of this study that economic support would assist stakeholders in the field of trafficking to promote self-development and render quality services. Where necessary, funds should also be provided to allow the service providers to conduct an informed referral of women victims of trafficking to relevant services.

10.8.5 Recommendations for future research

The following recommendations for future research can be considered:

- The researcher strongly recommends that future research must be done with a focus on the refinement, implementation, evaluation, and dissemination of the holistic social work intervention programme.

- Further research can be undertaken to develop a training programme for social workers and other professional role players in the field of human trafficking to implement the holistic social work intervention programme.

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APPENDIX A: Ethical clearance from University of Pretoria

UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

Faculty of Humanities
Research Ethics Committee

29 July 2016

Dear Prof Lombard

Project:	**A holistic social work programme for women survivors of human trafficking in South Africa**
Researcher:	**J Sambo**
Supervisor:	**Prof GM Spies**
Department:	**Social Work and Criminology**
Reference number:	**27622275(GW20160715HS)**

Thank you for the well-written application that was submitted for ethical consideration.

I am pleased to inform you that the above application was **approved** by the **Research Ethics Committee** on 28 July 2016. Data collection may therefore commence.

Please note that this approval is based on the assumption that the research will be carried out along the lines laid out in the proposal. Should the actual research depart significantly from the proposed research, it will be necessary to apply for a new research approval and ethical clearance.

The Committee requests you to convey this approval to the researcher.

We wish you success with the project.

Sincerely

Prof Maxi Schoeman
Deputy Dean: Postgraduate Studies and Ethics
Faculty of Humanities
UNIVERSITY OF PRETORIA
e-mail:tracey.andrew@up.ac.za
Kindly note that your original signed approval certificate will be sent to your supervisor via the Head of Department. Please liaise with your supervisor.

Research Ethics Committee Members: Prof MME Schoeman (Deputy Dean); Prof KL Harris; Dr L Blokland; Dr R Fasselt; Ms KT Govinder; Dr E Johnson; Dr C Panebianco; Dr C Puttergill; Dr D Reyburn; Prof GM Spies; Prof E Taljard; Ms B Tsebe; Dr E van der Klashorst; Mr V Sithole

APPENDIX B: Permission letter from Beth Shan Centre TSA

The Salvation Army
SOUTHERN AFRICA TERRITORY

183 WF Nkomo Street
PRETORIA WEST   0183

PRETORIA CORPS
&
BETH SHAN
*Shelter for abused women
and their children*

P.O. BOX   4357
PRETORIA   0001

TEL: 012 327 3005
Cells: 078 144 1334 Maj Glen
          083 290 1968 Maj Moya
EMAIL: glenmoyahay@gmail.com

FUNDRAISING No.: 01000010364

WELFARE Number. : 011000010003

NPO Number.:   012-787 NPO

12th April, 016

Ms. Juliet Sambo
Practice Lecturer
University of Pretoria
Dept of Social Work and Criminology
E-mail: juliet.sambo@up.ac.za

Dear Ms Sambo

Re: Research at Beth Shan

I happily grant permission for you to conduct research at Beth Shan in the area of trafficking in women in South Africa.

I understand that the purpose of the study is to understand the perceptions of the service providers and the survivors on the phenomenon, to develop a social work programme for women survivors of human trafficking.

I do need to be clear that written permission will need to be given by any survivors we have at the time of your visit and that photographs may not, under any circumstances, be taken of the said survivors.

We look forward to sharing with you.

Yours in Christ

Major Moya Hay
Manager
Beth Shan

"LIVING CHRIST'S VALUES"

| **William Booth** | **André Cox** | **Commissioner W Langa** |
| Founder | General | Territorial Commander |

APPENDIX C: Permission letter from Eldorado Park Women's Forum

362 MAIN ROAD
NO: 7 KOMSBERG AVE
EXTENSION 4
P.O.BOX 195
ELDORADO PARK
1813
TEL: 011945-6433/5599
FAX: 011945-4300
REG.NO. 019-372 NPO
WEBSITE: WWW.EPWF.ORG.ZA
EMAIL: EPPWF@TELKOMSA.NET
WWW.EPWF.ORG.ZA
INFO@EPWF.ORG.ZA

26-05- 2016

Dear: Mrs Juliet Sambo

RE: Confirmation letter

This letter serves to confirm that Mrs Juliet Sambo is welcome to do research in our organisation: Eldorado Park Women's Forum. Please inform us in time as when are you coming so that we can prepare in advance.

For more information please do not hesitate to communicate on this below contacts:
kensanebaloyi@rocketmail.com

Mr Gassi (The Director) 072 950 7626

Thanking you.

Eldorado Park Women's Forum

APPENDIX D: Permission letter from Mali Martin Polokegong Centre

Mali Martin Polokegong Centre

Plot 60	NPO : 033-805
Rhoodepoort Farm	Tel : (013) 935-8032
P O Box 2632	Fax : (013) 935-8031
Bronkhorstspruit	Cell : 083 684 7737
1020	E-Mail : malimartin@penta-net.co.za

25 April 2016

To: University of Pretoria

Dear Madam / Sir

This letter serves to inform you that Juliet Sambo - number 27622275 has the permission to do her research study at the above institution.

Thank you.

Yours faithfully

Rudo Mahusa
Manager

MALI MARTIN POLOKEGONG CENTRE
NPO 033-805
PO BOX 2632 BRONKHORSTSPRUIT 1020
TEL: 013 935 8032

APPENDIX E: Permission letter from Mercy House

MERCY HOUSE
(014-682 NPO)

TEL: (012) 329-6682/5528

FAX: (012) 329-4018

407 FLOWERS STREET
CAPITAL PARK
P. O. BOX 24279
GEZINA
PRETORIA 0031

03 May 2016

Attention: Ms Juliet Sambo

The University of Pretoria

Department of Social Work and Criminology

Private Bag X20 Hatfield

0028

Dear Ms Sambo

RE: RESEACH STUDY PERMISSION

This letter serves as confirmation that Mercy House grants you permission to carry out your research studies on the programme for women survivors of trafficking in persons.

We hope that Mercy House will on completion benefit from your study'

Best wishes

Ms M. Mmushi

Social worker /Programme Manager

APPENDIX F: Permission letter from The Potter's House

Tshwane Leadership Foundation
288 Burgerspark Lane
Pretoria Central
0001
08. April 2016

University of Pretoria
cnr Lynnwood Road and Roper Street
Hatfield
South Africa

Dear Juliet,

This letter serves to inform you that The Potter's House approves you to come and to conduct your research studies. We would love to know why you want to do this research, what will happen to it and who is supposed to participate to this research.
What are the potential benefits that may come from your studies?
What do you request to do in this study?
What are the rights of the participants in this study?
How will confidentiality and anonymity be insured in the studies?

We, The Potter's House, trust that we will benefit from your researches.

Regards,

Letty Mayephu
Program Manager
The Potter's House
Cell: 0767777155
Tel.: 0123202123
Fax: 0123207473
E-mail: letty@tlf.org.za
www.tlf.org.za/tph.htm

*We see healthy and vibrant communities
flourishing in God's presence.*

APPENDIX G

Faculty of Humanities
Department of Social Work and Criminology

INTERVIEW SCHEDULE FOR SOCIAL SERVICE PROVIDERS

1. BIOGRAPHIC INFORMATION

Name of the participant   :

Highest qualification   :

Years of working experience in the organisation:

2. THEMES

- The perceptions of participants regarding their understanding of the consequences experienced by women survivors of human trafficking

- The content of the process through which a woman survivor of human trafficking goes when she arrives at a shelter.

- The nature of the assessment process of the women survivor of human trafficking as well as the involvement of the survivor during this process.

- The participant's perception of the needs of women survivors of human trafficking.

- The challenges social workers experience during the process of service rendering to women survivors of human trafficking.

- The view of the participant regarding the appropriateness and effectiveness of the different policies that addresses the needs of women survivors of human trafficking.

- Initiatives of all role players in South Africa in addressing the needs of women survivors of human trafficking.

- The resilience that women survivors of human trafficking demonstrates.

- Best practices to render an effective service to women survivors of human trafficking.

- Collaboration between service providers, organizations and institutions in ensuring effective assistance to women survivors of human trafficking

- Understanding of a holistic programme for social workers to attend to the needs of women survivors of human trafficking.

- The content of a holistic programme for social workers to attend to the needs of women survivors of human trafficking.

APPENDIX H

Faculty of Humanities

Department of Social Work and Criminology

INTERVIEW SCHEDULE FOR WOMEN SURVIVORS OF HUMAN TRAFFICKING

1. BIOGRAPHIC INFORMATION

- Name of the participant   :

- Highest qualification   :

- Period in the shelter   :

2. THEMES

- Explore the way the survivors understand human trafficking as a traumatic experience that they were exposed to

- The way human trafficking affects the lives of women.

- Challenges survivors of human trafficking experience.

- Surviving techniques of women survivors of human trafficking.

- The quality of the relationship between the survivor and the social worker.

- The quality of services received by women survivors.

Room 26 Level 13 , Humanities Building
University of Pretoria, Private Bag X20
Hatfield 0028, South Africa
Tel +27 (0)12 420 3512
Fax +27 (0)12 420 2093
Email Juliet.sambo@up.ac.za
www.up.ac.za

Fakulteit Geesteswetenskappe
Departement Maatskaplike Werk en Kriminologie
Lefapha la Bomotho
Kgoro ya Modiro wa Leago le Bosenyi

- The motivation of the women survivor of human trafficking to seek for therapeutic support.

- The quality of the family life of the survivor before the trafficking took place.

- The quality of the relationship between the survivor and social networks after being rescued.

- Goals or dreams for the future of the survivor.

- Opportunities for women to participate and verbalise their views during the intervention process.

- Ways to make sure that the rights of women survivors of human trafficking are respected and protected.

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APPENDIX I: Pre-test questionnaire

Faculty of Humanities
Department of Social Work and Criminology

QUESTIONNAIRE FOR WOMEN SURVIVORS OF HUMAN TRAFFICKING

Pre-test questionnaire

Dear research participant.

Please note that the content of your completed questionnaire will be kept confidential.

Your participation in this research project is highly appreciated.

INSTRUCTIONS: SELECT ONE ANSWER FOR EACH QUESTION BY TICKING IN THE APPROPRIATE BLOCK

SECTIONA: PERSONAL DETAILS

1. How old are you?

20-25	26-30	31-35	36-40	41-45	46-50	51+

2. What is your race?

Black	1
Coloured	2
Indian	3
White	4
Other (Specify)	5

3. What is your language?

English	1
Setswana	2
Zulu	3
Ndebele	4
Afrikaans	5
Other (Specify)	6

4. What is your marital status?

Married	1
Never married	2
Single	3
Widow	4
Cohabitation	5
Other (Specify)	6

5. What is your highest level of education?

Primary school	1
Secondary/High school	2
Tertiary	3
Never went to school	4

6. What was your occupation?

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7. What is your employment history? Put it in years.

0-5 years	1
6-10 years	2
11-years and more	3
Never employed	4

8. Where do you come from?

South Africa	1
Foreign National (Specify)	2

SECTION B

INSTRUCTIONS: SELECT ONE ANSWER FOR EACH QUESTION BY TICKING IN THE APPROPRIATE BLOCK ON THE FOUR POINT SCALE THAT BEST DESCRIBES YOUR ANSWER. REMEMBER THAT THERE ARE NO INCORRECT ANSWERS. SPECIFY/DESCRIBE YOUR ANSWER ON THE DOTTED LINES, WHERE INDICATED.

1. To what extent do you understand "human trafficking"

1	2	3	4
Not at all			To large extent

Specify the core characteristics of "human trafficking".

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

2. To what extent do you understand human trafficking as a traumatic experience that women survivors were exposed to?

1	2	3	4
Not at all			To large extent

Specify the core characteristics of human trafficking as a traumatic experience.

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

3. To what extent do you know the effects of human trafficking on women?

1	2	3	4
Not at all			To a large extent

Specify the core effects experienced by women survivors of human trafficking.

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

4. To what extent do you know the needs of women survivors of human trafficking?

1	2	3	4
Not at all			To a large extent

Specify the core needs of women survivors of human trafficking.

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

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SECTION C: Rights

1. To what extent do you know the legal rights of the woman survivor of human trafficking?

1	2	3	4

Not at all   To a large extent

Specify, in your opinion, the core legal rights of women survivors of human trafficking.

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

2. To what extent do you understand the legal rights of the woman survivor of human trafficking?

1	2	3	4

Not at all   To a large extent

Specify, in your opinion, the core legal rights of women survivors of human trafficking.

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

3. To what extent do you exercise your legal rights as a women survivor of human trafficking?

1	2	3	4

Not at all   To a large extent

Specify, on how you have exercised your legal rights as a woman survivor of human trafficking.

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

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SECTION D: INTERVENTION PROGRAMME

1. To what extent do you understand the concept "a holistic social work intervention programme"?

1	2	3	4

Not at all   To a large extent

Specify the core characteristics of the concept "a holistic social work intervention programme"

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

2. To what extent do you think the implementation of a holistic social work intervention programme will contribute to the well-being of women survivors of human trafficking?

1	2	3	4

Not at all   To a large extent

Motivate your answer

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

3. To what extent do you think a holistic social work intervention programme will cover the needs of the women survivor of human trafficking?

1	2	3	4

Not at all   To a large extent

Motivate your answer

....
....

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4. To what extent should the intervention programme focus on networks and relationships of the women survivors of human trafficking?

1	2	3	4

Not at all   To a large extent

Motivate your answer

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

5. To what extent should the intervention programme focus on the quality of the family relationships of the women survivor of human trafficking?

1	2	3	4

Not at all   To a large extent

Motivate your answer

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

SECTION E: SELF-AWARENESS

1. To what extent do you understand the concept self-awareness?

1	2	3	4

Not at all   To a large extent

Briefly describe your understanding of the concept

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

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2. To what extent do you understand yourself as a survivor of human trafficking?

1	2	3	4

Not at all   To a large extent

Motivate your answer by focusing specifically on your experiences, feelings and values as a survivor.

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

3. To what extent do you understand the concept "that a person has the right to make his/her own decisions"?

1	2	3	4

Not at all   To a large extent

Motivate your answer

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

4. To what extent do you understand the concept "coping mechanism"?

1	2	3	4

Not at all   To a large extent

Briefly describe your own coping mechanisms which you used during the exposure to human trafficking

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

Thank you for answering the questions

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APPENDIX J: Post-test

QUESTIONNAIRE FOR WOMEN SURVIVORS OF HUMAN TRAFFICKING

Post-test questionnaire

Dear research participant.

Please note that the content of your completed questionnaire will be kept confidential.

Your participation in this research project is highly appreciated.

INSTRUCTIONS: SELECT ONE ANSWER FOR EACH QUESTION BY TICKING IN THE APPROPRIATE BLOCK

SECTIONA: PERSONAL DETAILS

1. How old are you?

20-25	26-30	31-35	36-40	41-45	46-50	51+

2. What is your race?

Black	1
Coloured	2
Indian	3
White	4
Other (Specify)	5

3. What is your language?

English	1
Setswana	2
Zulu	3
Ndebele	4
Afrikaans	5
Other (Specify)	6

4. What is your marital status?

Married	1
Never married	2
Single	3
Widow	4
Cohabitation	5
Other (Specify)	6

5. What is your highest level of education?

Primary school	1
Secondary/High school	2
Tertiary	3
Never went to school	4

6. What was your occupation?

7. What is your employment history? Put it in years.

0-5 years	1
6-10 years	2
11-years and more	3
Never employed	4

8. Where do you come from?

South Africa	1
Foreign National (Specify)	2

SECTION B

INSTRUCTIONS: SELECT ONE ANSWER FOR EACH QUESTION BY TICKING IN THE APPROPRIATE BLOCK ON THE FOUR POINT SCALE THAT BEST DESCRIBES YOUR ANSWER. REMEMBER THAT THERE ARE NO INCORRECT ANSWERS. SPECIFY/DESCRIBE YOUR ANSWER ON THE DOTTED LINES, WHERE INDICATED.

1. To what extent do you understand "human trafficking"?

1	2	3	4
Not at all			To large extent

Specify the core characteristics of "human trafficking".

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

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2. To what extent do you understand human trafficking as a traumatic experience that women survivors were exposed to?

1	2	3	4
Not at all			To large extent

Specify the core characteristics of human trafficking as a traumatic experience.

....

....

....

....

3. To what extent do you know the effects of human trafficking on women?

1	2	3	4
Not at all			To a large extent

Specify the core effects experienced by women survivors of human trafficking.

....

....

....

4. To what extent do you know the needs of women survivors of human trafficking?

1	2	3	4
Not at all			To a large extent

Specify the core needs of women survivors of human trafficking.

....

....

....

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SECTION C: Rights

1. To what extent do you know the legal rights of the woman survivor of human trafficking?

1	2	3	4
Not at all			To a large extent

Specify, in your opinion, the core legal rights of women survivors of human trafficking.

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

2. To what extent do you understand the legal rights of the woman survivor of human trafficking?

1	2	3	4
Not at all			To a large extent

Specify, in your opinion, the core legal rights of women survivors of human trafficking.

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

3. To what extent do you exercise your legal rights as a women survivor of human trafficking?

1	2	3	4
Not at all			To a large extent

Specify, on how you have exercised your legal rights as a woman survivor of human trafficking.

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

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SECTION D: INTERVENTION PROGRAMME

1. To what extent do you understand the concept "a holistic social work intervention programme"?

1	2	3	4
Not at all			To a large extent

Specify the core characteristics of the concept "a holistic social work intervention programme"

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

2. To what extent do you think the implementation of a holistic social work intervention programme will contribute to the well-being of women survivors of human trafficking?

1	2	3	4
Not at all			To a large extent

Motivate your answer

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

3. To what extent do you think a holistic social work intervention programme will cover the needs of the women survivor of human trafficking?

1	2	3	4
Not at all			To a large extent

Motivate your answer

....
....

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4. To what extent should the intervention programme focus on networks and relationships of the women survivors of human trafficking?

1	2	3	4
Not at all			To a large extent

Motivate your answer

....

....

....

5. To what extent should the intervention programme focus on the quality of the family relationships of the women survivor of human trafficking?

1	2	3	4
Not at all			To a large extent

Motivate your answer

....

....

....

SECTION E: SELF-AWARENESS

1. To what extent do you understand the concept self-awareness?

1	2	3	4
Not at all			To a large extent

Briefly describe your understanding of the concept

....

....

....

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2. To what extent do you understand yourself as a survivor of human trafficking?

1	2	3	4

Not at all   To a large extent

Motivate your answer by focusing specifically on your experiences, feelings and values as a survivor.

....

....

....

3. To what extent do you understand the concept "that a person has the right to make his/her own decisions"?

1	2	3	4

Not at all   To a large extent

Motivate your answer

....

....

....

4. To what extent do you understand the concept "coping mechanism"?

1	2	3	4

Not at all   To a large extent

Briefly describe your own coping mechanisms which you used during the exposure to human trafficking

....

....

....

Thank you for answering the questions

APPENDIX K

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INFORMED CONSENT FOR PARTICIPANTS: SOCIAL SERVICE PROVIDERS

DATE   : _____

PARTICIPANTS NAME : _____

RESEARCHER   : JULIET SAMBO

I, the undersigned, confirm that I have been informed of the following information regarding the research study:

SUPERVISOR OF THE RESEARCHER: Prof G M. Spies of the Department of Social Work & Criminology, University of Pretoria.

1. TITLE OF STUDY: A holistic social work programme for women survivors of human trafficking in South Africa.

2. PURPOSE OF THE STUDY: The purpose of this study is to design and develop a holistic social work programme for women survivors of human trafficking in South Africa.

3. PROCEDURES: The researcher will interview me about my perceptions as a service provider towomen survivors of human trafficking and how the designed and developed holistic social work programme for women survivors of human trafficking in South Africamay promote the social well-being of the survivors. The interview will take approximately one hour and it will be conducted in a venue at my convenience. I am aware of the fact that the interview will be recorded.

4. RISKS AND DISCOMFORTS: There are no foreseen physical, legal and social risks associated with this study.

5. BENEFITS: I understand that there are no direct benefits for participating in this study. However, participation in this study might contribute to a better understanding of the stressors that affect social workers and women survivors of human trafficking. This may contribute to more effective service rendering by social workers in promoting social well-being of the survivors in South Africa.

6. PARTICIPANT'S RIGHT: I am aware that I may withdraw from participating in the study at any time without any form of discrimination against me.

7. CONFIDENTIALITY: I know that the information that I will share during the interview will be treated as confidential. This information will only be used for this study as explained to me and only be used as proof in order to analyse the findings of the study. Furthermore, the information shared will assist the researcher to gain more insight about my perceptions as a social worker when dealing with survivors of human trafficking and how the designed and developed holistic social work programme for women survivors of human trafficking in South Africa may promote the survivors social well-being. Furthermore, I understand that the interviews will be recorded by means of an audio recorder to ensure accurate documentation. Notes will also be taken during the interview to ensure the precision of data that will be collected. I also understand that everything that is said during the interview will be kept confidential unless I ask that it be released. My personal identity will not be disclosed to any person or in any document.

I realize that the results of this study may be published in professional journals or presented at professional conferences. The data obtained from this interview may also be used for future research purposes.

A transcript will be made of the interview with me and the data will be kept at the Department of Social Work and Criminology at the University of Pretoria for a period of 15 years.

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8. CONCERNS:

I am aware that if I have any questions or concerns regarding this research study, I can call the researcher Mrs Juliet Sambo at 0727586690.

I understand my rights as a research subject, and I voluntarily consent to participate in this study.

_____   _____
Subject's Signature   Date

_____   _____
Researcher's Signature   Date

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APPENDIX L

INFORMED CONSENT FORM FOR PARTICIPANTS: WOMEN SURVIVORS OF HUMAN TRAFFICKING

DATE   : _____

PARTICIPANTS NAME   : _____

RESEARCHER   : JULIET SAMBO

I, the undersigned, confirm that I have been informed of the following information regarding the research study:

SUPERVISOR OF THE RESEARCHER: Prof G M. Spies of the Department of Social Work & Criminology, University of Pretoria.

1. TITLE OF STUDY: A holistic social work programme for women survivors of human trafficking in South Africa.

2. PURPOSE OF THE STUDY: The purpose of this study is to design and develop a holistic social work programme for women survivors of human trafficking in South Africa.

3. PROCEDURES: The researcher will interview me about my perceptions and experiences as a survivor of human trafficking and how the designed and developed holistic social work programme for women survivors of human trafficking in South Africa may promote the social well-being of survivors. The interview will take approximately one hour and it will be conducted in a venue of my convenience. I am aware of the fact that the interview will be recorded.

4. RISKS AND DISCOMFORTS: There are no foreseen physical, legal and social risks associated with this study. However, if I experience any psychological discomfort when sharing my personal experiences, the researcher will refer me to the social worker of the specific shelter where I live at this stage for counselling.

5. BENEFITS: I understand that there are no direct benefits for participating in this study. However, participation in this study may contribute to a better understanding of the stressors that affect women survivors of human trafficking. Furthermore, this may contribute to effective service rendering by social workers to promote the social well-being of survivors of human trafficking.

6. PARTICIPANT'S RIGHT: I am aware that I may withdraw from participating in the study at any time without any form of discrimination against me.

7. CONFIDENTIALITY: I know that the information that I will share during the interview will be treated as confidential. This information will thus only be used for this study. Furthermore, the information shared will assist the researcher to understand my perceptions and experiences as a survivor of human trafficking and how the designed and developed holistic social work programme for these survivors may promote social well-

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being. I understand that the interviews will be recorded by an audio recorder to ensure accurate documentation. Notes will also be taken during the interview to ensure the precision of data that will be collected. I also understand that everything that is said during the interview will be kept confidential. My personal identity will not be disclosed to any person or in any document.

The results of this study may be published in professional journals or presented at professional conferences. The data obtained from this interview may also be used for future research purposes.

A transcript will be made of the interview with me and the data will be kept at the Department of Social Work and Criminology at the University of Pretoria for a period of 15 years.

8. CONCERNS: I am aware that if I have any questions or concerns regarding this research study, I can call the researcher Mrs Juliet Sambo at 0727586690.

I understand my rights as a research subject and I voluntarily consent to participate in this study.

_____   _____
Subject's Signature   **Date**

_____   _____
Researcher's Signature   **Date**

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APPENDIX M

Faculty of Humanities
Department of Social Work and Criminology

INFORMED CONSENT FORM FOR RESPONDENTS: WOMEN SURVIVORS OF HUMAN TRAFFICKING

DATE : _____

PARTICIPANTS NAME : _____

RESEARCHER : JULIET SAMBO

I, the undersigned, confirm that I have been informed of the following information regarding the research study:

SUPERVISOR OF THE RESEARCHER: Prof G M. Spies of the Department of Social Work & Criminology, University of Pretoria.

1. TITLE OF STUDY: A holistic social work programme for women survivors of human trafficking in South Africa.

2. PURPOSE OF THE STUDY: The purpose of this study is to design and develop a holistic social work programme for women survivors of human trafficking in South Africa.

3. PROCEDURES: The researcher will interview me about my perceptions and experiences as a survivor of human trafficking and how the designed and developed holistic social work programme for women survivors of human trafficking in South Africa may promote the social well-being of survivors. The interview will take approximately one

hour and it will be conducted in a venue of my convenience. I am aware of the fact that the interview will be recorded.

4. RISKS AND DISCOMFORTS: There are no foreseen physical, legal and social risks associated with this study. However, if I experience any psychological discomfort when sharing my personal experiences, the researcher will refer me to the social worker of the specific shelter where I live at this stage for counselling.

5. BENEFITS:I understand that there are no direct benefits for participating in this study. However, participation in this study may contribute to a better understanding of the stressors that affect women survivors of human trafficking. Furthermore, this may contribute to effective service rendering by social workers to promote the social well-being of survivors of human trafficking.

6. PARTICIPANT'S RIGHT: I am aware that I may withdraw from participating in the study at any time without any form of discrimination against me.

7. CONFIDENTIALITY: I know that the information that I will share during the interview will be treated as confidential. This information will thus only be used for this study. Furthermore, the information shared will assist the researcher to understand my perceptions and experiences as a survivor of human trafficking and how the designed and developed holistic social work programme for these survivors may promote social well-being. I understand that the interviews will be recorded by an audio recorder to ensure accurate documentation. Notes will also be taken during the interview to ensure the precision of data that will be collected. I also understand that everything that is said during the interview will be kept confidential. My personal identity will not be disclosed to any person or in any document.

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The results of this study may be published in professional journals or presented at professional conferences. The data obtained from this interview may also be used for future research purposes.

A transcript will be made of the interview with me and the data will be kept at the Department of Social Work and Criminology at the University of Pretoria for a period of 15 years.

8. CONCERNS: I am aware that if I have any questions or concerns regarding this research study, I can call the researcher Mrs Juliet Sambo at 0727586690.

I understand my rights as a research subject and I voluntarily consent to participate in this study.

_____   _____

Subject's Signature   **Date**

_____   _____

Researcher's Signature   **Date**

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EDITOR'S STATEMENT

30 April 2019

I hereby declare that I have edited this document entitled **A Holistic Social Work Intervention Programme For Women Survivors Of Human Trafficking In South Africa** by Juliet Sambo (student number 27622275). The edit entailed correcting spelling and grammar where necessary, and checking for consistencies in style and reference method used, according to guidelines provided by the student. I have not helped to write this document or altered the student's work in any significant way. I will not be held accountable for bad spelling or grammar where the student has rejected my editing or made changes after I had completed my edit.

It was not my responsibility to check for any instances of plagiarism and I will not be held accountable should the student commit plagiarism. I did not check the validity of the student's statements/research/arguments.

Lindi De Beer

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GRAMMAR SMITH