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| RESEARCH ARTICLE

Management Model to Reduce Gender Based Violence in Zambia: Case of Mbala District

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| ABSTRACT

This study looked at the management model to reduce gender based violence in Zambia: Case of Mbala District in Northern Province of Zambia. The study assessed the effectiveness in terms of prevention, reduction and the rate of prosecution of sexual and gender based violence (SGBV) cases. It also stressed on the co-operation the Zambia Police Service Victim Support Unit (ZPS VSU) received from the community as whistleblowers to reduce SGBV. Finally, the study sought to investigate how traditional leaders understood victimology and what should be done to enhance victim support services in Mbala. The sample size was 100 respondents which included 20 respondents from the general public comprising victims/survivors of GBV, 30 respondents were police officers and another 05 were from the Department of Social Welfare, 05 from the Civil Society Organisation (CSO) namely, YWCA, 10 medical personnel operating from the One Stop Center and 15 each drawn from Chief Zombe and Chief Mfwambo of Mbala District. This study was conducted through mixed research design. Meanwhile, Secondary data was collected for the background information and literature review. Primary data was collected by conducting structured and unstructured interview schedules using questionnaires. Quantitative data was analyzed using statistical tables and figures, while Qualitative data was analyzed manually in form of explanations, descriptions and interpretations of data collected. The study revealed that most respondents from the general public and police regardless of their age, gender, education level and occupation perceived negatively the co-operation the police in Mbala was receiving from the community. However, it was revealed that majority of the respondents stated that the police was capable of reducing cases of GBV. In view of the study findings, it was recommended that funding be made available to economically empower the survivors of GBV and that traditional leaders be sensitised to spearhead the fight against GBV. Overall, the study has revealed that there are several shortcomings that adversely affect the victim support services in the district among them lack of transport for the VSU and also lack of a safe house to accommodate the victims who run away from perpetrators of violence for safety.

| KEYWORDS

Management model, gender based violence, traditional leaders, police, support services

| ARTICLE INFORMATION

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1. Introduction

1.1 Introduction and Background to the Problem

Violence against women is a world-wide phenomenon and derives its roots from the time society started differentiating roles between women and men. On the basis of the nature of the roles, society started to perceive men's roles as being superior to those of women and as such the status of men was given a superior position that resulted in power imbalances and consequently abuse (Sampa et. al. 1994). This phenomenon cuts across class, age, race, religious and national classifications, (GIDD report, 2000). Just like other countries, Zambia is facing child abuse and violence against women.

According to (Shreeve, 1995), evidence suggesting domestic violence dates back 130,000 years to the Neanderthals. In Europe, violence towards women was a common aspect of marriage since medieval times. Up until the nineteenth century, there were no laws in the United Kingdom prohibiting a man from physically abusing his wife (Giddens, 1993).

In the United States of America, the first law to recognize a man's right to discipline his wife with physical force was an 1824 ruling by the Supreme Court of Mississippi permitting the husband to exercise the right of moderate chastisement in cases of great emergence, (Browne, 1987). In the case of Bradley vs. State, the Supreme Court ruled that a husband was allowed to use salutary restraint in every case of wife misbehaviour without being subjected to vexatious prosecution, (Bradley vs. State 1 Miss 156 (1824). It was not until 1882 when Maryland became the first state to outlaw wife beating and when finally criminalized, a charge of domestic assault carried a punishment of 40 lashes or one year imprisonment, (Howard and Lewis, 1999).

In the 1970s, almost 90 years after the first law making domestic assault a crime in the US, grassroots political pressure increased to employ harsher domestic violence laws such as stricter arrest policies. Arrest policy reform would eventually develop into policies that would require police to respond to family violence in an aggressive manner, (Davis and Smith, 1995).

1.2 Background to the Study

Domestic gender-based violence is a problem affecting millions of women globally and this problem manifests in various forms, for instance, in the context of marriage or cohabitation, between siblings and between parents and their children (S. Lynn, 2004). However, many feminist researchers have pointed out that domestic violence is a gender neutral term and as such fails to clarify who is the victim and who is the perpetrator, masking the fact that in many relationships women are most frequently subjected to violence by men (Brodsky and Hare-Mustin, 1980). It is for this reason therefore that the focus of this research would be on violence against women and child abuse in order to emphasize on what help the victims of crime get from victim services.

Violence against women and child abuse are some of the many dimensions of domestic gender based violence. This form of domestic violence involves overt physical force or violence perpetrated by the husband on the wife and father on his girl child. In most cultures, wife battery is often socially condoned therefore making it more frightening (Afronet file, 1999). Moreover, the inequality existing between women and men fostered by culture has perpetuated domestic violence, and this reflection of culture in the law has made it inadequate in offering protection to women as victims.

Research that exists indicates that wife abuse is a common and pervasive problem and that man from practically all countries, culture, class and income groups indulge in domestic violence (Law Commission of the United Kingdom in Law Commission no. 207, London, HMdSO). According to the Zambia Gender Based Violence Report (2000), wife battery is quite prevalent in Zambia and statistics indicate that four in every ten women in Zambia experience violence.

Information obtained from Police Record (Zambia News, issue of 30 April, 2020), revealed that in the first quarter of 2020, the Police recorded 5,040 cases of GBV countrywide compared to 5,584 recorded in the first quarter of 2019, showing a decrease by 544 cases translating a 10.8% reduction.

Therefore, of the 5,040 GBV cases in 2020, 2,167 cases were physical violence, 1,858 were economic violence, 834 were sexual violence and 171 were emotional violence compared to GBV cases in the same quarter of 2019 whose records were 2,127 physical violence cases, 230 sexual violence and 202 emotional violence.

Zambia has demonstrated commitment and political will to deal with gender violence at various levels. At the international level, Zambia has signed and ratified all the major international instruments and is a signatory to the African Charter on Human and People's Rights (ACHPR). At national level, the condemning of various acts which cause physical, sexual or psychological harm or suffering to women and children is enshrined in the Constitution of Zambia (Amendment) Act No.2 of 2016 Article 23. Zambia has also established various institutions which include, Gender In Development Division (GIDD) which was transformed into Gender and Child Development Division (GCDD).

On 8th March 2012, the late Republican President, Mr. Michael Sata turned GCDD into a full ministry named, the Ministry of Gender. Other institutions established include the Zambia Women Parliamentary Caucus (ZWPC), the Gender Forum, the Permanent Human Rights Commission (PHRC), and the Victim Support Unit under the Zambia Police Service in 1994 in almost all Police Stations which became operational in 1996. The Unit was charged with the responsibility of addressing violation of human rights that are gender based (Human Rights Interview, 2002).

In 1997, Zambia signed the Gender and Development Declaration of the Southern African Development Community in which the Government pledged to take urgent measures to prevent and deal with increasing levels of violence against women and children (SADC, Gender and Development, 1997). The Government of the Republic of Zambia under the leadership of Mr. Rupiah Bwezani Banda introduced the Anti-Domestic Violence Bill (ADVB) to parliament. Acknowledging the urgency of addressing gender violence, on the 10 May 2011, the President of the Republic of Zambia gave assent to the Gender Based Violence Bill which henceforth became law.

However, despite many efforts that have been made to protect victims of domestic violence and child abuse, the number of cases continued to escalate and domestic violence has remained a serious issue because of low prosecution of perpetrators of crime (Chuulu, et. al 2001).

1.3 Statement of the Problem

There have been many efforts by the Zambian government to curb gender-based violence in Zambia, such as the introduction of the Victim Support Unit in the Zambia Police Service and also the enactment of the Anti-Gender Based Violence Act No.1 of 2011. The Act is aimed at protecting the victims of violence by establishing a GBV Fund to assist victims and also establishment of shelter for survivors of GBV. The Zambian government together with World Vision Zambia (WVZ) set a One Stop Center in Mbala situated at Mbala General Hospital with a view to curbing the rise in the cases of sexual and GBV in the district. Despite these efforts, there is an increase in the rate of cases of GBV in the district according to the narrative and statistical report of the first quarter of 2021, the Mbala One Stop Center recorded a total of 109 cases of GBV out of which 14 were male while 95 were female. This problem has been exacerbated by the fact that many victims of GBV especially women and children depended on their perpetrators of GBV for their livelihood, a situation which prompt them to either withdraw or abandon the cases.

1.4 Research Objectives:

1.4.1 General Objective

To analyse the effectiveness of victim services in Zambia in terms of provision of funding and shelter to victims: A case study of Mbala District of Northern Province.

1.4.2 Specific Objectives:

- To define victimology
- To examine the rate of prosecution of SGBV cases vis-a-viz Mbala District
- To assess the impact of victim service in enhancing SGBV crime reduction in Mbala
- To explore ways of improving victim services in Zambia.

1.5 Research Questions

- What is the definition of victimology?
- How is the Zambia Police Service VSU effective in reducing SGBV in Mbala District?
- What is the rate of prosecution of SGBV cases in Zambia vis-a-viz Mbala District?
- What are the ways that have improved the victim services in Zambia?

1.6 Relevance of the Study

The study is relevant as the following institutions would benefit from its outcome:

- **The Government especially Policy Makers:**
  The study was meant to help the government to know the challenges that face the Zambia Police Service in enforcing the law regarding GBV cases and be able to give the required support and assistance.

- **Law Enforcement Agency (Zambia Police Service):**
  The study was aimed at giving knowledge and suggested steps to be taken by the Law Enforcement Agency in undertaking the victim services.

- **Other Stakeholders:**
  The study was there to give knowledge to other stakeholders who included the World Vision Zambia (WVZ), medical personnel and the community on how to effectively deal with cases of GBV in relation to victim services.

1.7 Abbreviations and Working Definitions

Child Marriage - this is when a boy or girl gets married before turning 18 years old in Zambia

Defilement – this is when an adult has sex with a child who is younger than 16 years in Zambia

Domestic violence – this is any kind of violence that happens between people living in the same home

Economic abuse – refusing to provide money for food, school or health needs

Emotional abuse – constant insults, threats or name calling

Forced Marriage – this is when a person is made to marry someone without their full and free arrangement

Gender – this means the roles and responsibilities that society gives to men and women

Gender Based Violence – any action that hurts someone because they are male or female

Physical Abuse – beating, slapping or locking someone in a room

Safehouse – a dwelling, building, or other secure location used as a place of refuge, concealment, or protection.

Sexual Abuse – forcing someone to have sex or doing sexual things

Teenage Pregnancy – this is when a girl between 13 and 19 becomes pregnant

Traditional Leader – this is a community authority whose power comes from culture, ancestry. And custom

1.8 Acronymns

GBV - Gender Based Violence
GRZ - Government of the Republic of Zambia

SGBV - Sexual and Gender Based Violence

VSU - Victim Support Unit

CCPU - Community Crime Prevention Unit

NGO - Non - Governmental Organization

NLACW - National Legal Aid Clinic for Women

UNDP - United Nations Development Programme

ZPS - Zambia Police Service

2. Literature Review

Literature was reviewed in order to get a wider picture about victim services and its implementation on how victims of violence get help was done. In surveying the literature, the research reports prepared by various researchers were reviewed in order to see what they found in relation to victim services arising from Gender Based Violence vis-a-viz violence against women and child abuse. Literature review runs in sections as follows:

2.1 Theoretical Review:

2.1.1 Definition

Paranjape, N.V (2011) defined victimology as the scientific study of victimization, including the relationships between victims and offenders, the interaction between victims and the criminal justice system; that is, the police and courts, and correctional officials. The term is not tied to crime alone, but also human rights violations that are not necessarily crimes. Victimology has now emerged as a branch of criminology dealing exclusively with the victims of crime.

2.1.2 Victims of Crime

Victims of crime refer to any person, group or entity who has suffered injury, harm or loss due to illegal activity of someone. Providing redress and resolving the problem of crime victims is the main concern of victimology.

2.1.3 Victims Assistance Programme

The United Nations Handbook on "Justice for Victims" published by Centre for International Crime Prevention in Newyork in 1999 established the types of services in relation to victims assistance namely, Crisis intervention, Counseling, Advocacy, Support during investigation process, Support during criminal procedures and trial, Support after disposition of the proceedings, Violence prevention and Offender-victim mediation.

The United Nations aimed at safeguarding the victim's rights through legal reforms since the adoption of the Declaration of Basic Principles of Justice for victims of power abuse and crime in November, 1985.

2.1.4 Victims Services; A Case Of Canada

In Canada, there are several types of Victim Services offered (www.victimsweek.gc.ca,modified: 2015-01-07). They are Correctional Service of Canada, Parole Board of Canada, Policy Centre for Victims Issues, National Office for Victims, Canadian

Benefit for Parents of Young and Victims of Crime Grant Program. At governmental level, it is a shared responsibility between the federal and provincial governments. Federally, there are a number of departments and offices that offer specific types of information or assistance to all victims in Canada. Victims can register with the Correctional Service of Canada or the Parole Board of Canada and receive information about the offender who harmed them.

2.1.5 Victims Services in Kenya

According to the Victim Support Training Manual, the module enables the investigator to understand the categories of victims of crime and victimization, and to appreciate the benefits of victim support during the investigation process.

Kenya has a Legal Framework on victim support services. Article 50 (9) of the Constitution of Kenya, 2010, provides that the Parliament of Kenya must enact legislation providing for the protection, rights and welfare of victims of offences.

In 2014, Parliament enacted the Victims Protection Act to give effect to Article 50 (9) of the Constitution. The Act applies to any person in Kenya irrespective of that person's nationality, country of origin or immigration status, who is a victim of crime committed in Kenya or outside Kenya where the victim is a citizen of Kenya.

The Act provides for the rights, protection and support of victims of crime, including through support services, reparation, compensation, and special vulnerable victims. It also establishes

A victim services regime, which includes a victim protection trust fund and a victim protection board, to make payments from the Fund for expenses arising out of assistance to victims of crime.

The Law Office in Kenya drafted a Victims Right Charter, as required by Section 32 (2) of the victim Protection Act. The charter is implemented by the Victim Protection Act, 2014 and the relevant agencies.

2.1.6 Victim Services in Zambia

According to women's rights activist Professor Nkandu Luo, because of beliefs and the socialization process, most women are brought up to tolerate men's behaviour including indecent practices just to stay in marriage, "women would rather protect their husbands and relatives in order to remain in marriages because they think you are only respected when you are married and not single. Some people think respect only comes when one is married", (The Post 2010, December 10).

Customary law allows a man to chastise a wife for wrong doing and does not allow a woman to sue for divorce due to ill treatment by the husband, unless under very extreme circumstances. Such ill treatment may come by way of beatings resulting in bodily harm, for example, loss of teeth, pregnancy, and hospitalization etcetera. Usually when a wife goes to a local court and sues for divorce, she does not succeed. The traditional perception of values is that women constitute a sector of society which has low status and are expected to be subordinates. As such, whenever a woman seeks to establish her human rights, customary law would be very reluctant to appreciate that, (Sampa et al. 1994).

According to a Situation Analysis of Children's Rights in Zambia 2010, Article 19 of the United Nation's Conventions on the Rights of a Child (CRC) provides a framework for understanding the concept of abuse and violence against children.

The Article broadly recognizes children's rights to be protected from all forms of mental violence, injury, and abuse, neglect or negligent mistreatment or exploitation. On the other hand, Article 37 of CRC states that no child shall be subject to torture or other cruel, inhumane or degrading treatment or punishment. Other Articles specifically identify different types of abuse, violence and exploitation which children should not be subjected to in Zambia.

Violence against children in Zambia cuts across social, cultural, religious and ethnic lines. In Zambia, children experience violence in the home, schools, in care and judicial systems and institutions, at workplace and within various communities. The perpetrators of violence are in most cases known to the child. The child faces corporal punishment, sexual abuse and exploitation, child trafficking and child labour. The latest case of child abuse involved a teacher of Mongu District in western Province of Zambia who defiled a pupil aged 13 (Times of Zambia. 2021, June 14).

According to the USA Department of the State's 2009 Human Rights Report on Zambia, victims of trafficking one "principally women and children from rural areas, who were being trafficked within the country and to other parts of Africa and `to Europe, and the country were used as a transit point for regional trafficking.

O'Brien Kaaba, in his paper, "Child Protection in Zambia", a simplified summary from the perspective of Zambia legislation, child marriages are a common challenge in Zambia. In order to protect children, it is important to be familiar with the law that governs the contracting of marriage.

In Zambia, parties may under civil law, governed by the Marriage Act, Chapter 50 of the Laws of Zambia, under customary law, or a combination of both. This chapter outlines the process of contracting a statutory marriage. Section 33(1) of the Marriage Act, states:

> *"A marriage between persons of whom one is under the age of sixteen years shall be void".*

In order to fight the issue of GBV in Zambia, the government enacted the Anti-Gender Based Violence Act No. 1 of 2011. It offers a comprehensive framework for protection and means of survival for victims and survivors of GBV among them, the establishment of a GBV Fund to assist victims, the establishment of the GBV committee and the establishment of shelters for survivors of GBV as well as prosecution of perpetrators.

However, the Anti-Gender Based Violence Act has its challenge in the implementation process as stated in the Newsletter by National Legal Aid Clinic for Women such as Recognition of Customary Law and Anti-GBV Fund.

Meanwhile, Article 23(4)(c) of the Zambian Constitution, Recognition of Customary Law promotes discrimination in that Zambia has a dual legal system which recognizes both customary and written law in matters relating to personal law such as marriage, divorce, inheritance and devolution of property after death. This means that such cases can be decided according to the customary law which varies according to 73 ethnic groups in Zambia.

In 2012, the government endeavoured to remove this article in the new Constitution of 2016 by removing the Article in readiness for the adoption of the Bill of Rights through the failed Referendum on 11 August, 2016. Society continued not to see much reduction of GBV cases such as early marriages for girl children, sexual cleansing and spouse inheritance.

Section 32 of the Anti-GBV Act provides for the establishment of a fund to provide for the basic material support of victims and any other matters connected with the counseling and rehabilitation of victims. However, lack of such funding to the victims contributed to withdrawing of cases from either the Police or Courts of law because in most cases, the victims economically depend and rely on the perpetrators of violence for their living.

Regarding the Social Development Department for Mbala District in a Manual for Community Sensitization on Child Protection, a child is considered to be abused if he or she is treated in a way that is unacceptable in a given culture at a given time. In the manual, types of child abuse were highlighted as neglect, physical abuse, sexual abuse and emotional abuse. Child abuse can be inflicted by a response such as physical, sexual assaults or by failing to act to prevent harm such as neglect. The sustained abuse of children physically, economically, sexually or by neglect can have major long-term effects on all aspects of a child's health, development and well-being.

In the paper, it was stated that in order to protect children in Zambia, Zambia as a state party to the CRC is obliged, at international level to give effect to the provisions in the CRC and other international instruments the country is party to. The provisions can only be applicable when they are domesticated. It is important to note that most of the fundamental human rights and freedoms found in international instruments such as the UDHR of 1948 are provided for in the Zambian Constitution.

In Mbala District, the government is undertaking a programme funded by the European Union. The programme name is "prevent! Sexual and Gender Based Violence (SGBV) survivor support with the period from July, 2019 to 2024.

The prime partner is World Vision Zambia (WVZ). The programme established a One Stop Center housed at Mbala General Hospital whose main players were drawn from the Zambia Police Service Victim Support Unit (VSU), Mbala General Hospital and WVZ.

The general objective for the programme was to reduce SGBV in Zambia, specifically Northern Province. There were two specific objectives as follows:

- To prevent SGBV by challenging and changing beliefs, attitudes and practices in Northern Province; and
- To increase SGBV survivor' access and use of comprehensive support services in Northern Province.

In the narrative and statistical report of the 2021 first Quarter, from January to March, 2021, 109 cases of GBV cases were recorded, out of which 14 were male victims, while 95 were female.

Meanwhile, the One Stop Center highlighted the challenges like survivors submitting wrong addresses, thereby making it difficult for follow-ups when survivors do not come back for appointments and that there was a high number of withdraws on physical assault cases.

In the report, the One Stop Center recommended among others, that the center be engaged on the 24 hours service through the Out-Patient Department/ Casualty at Mbala General Hospital as the Center was left unattended to from 1700 hours to 0800 hours the following day and that local/community Health Posts/Clinics be oriented on the importance of referring survivors of physical assault and GBV as they are the first points of contact with survivors.

- **Empirical Review:**

Various other studies related to gender-based violence have been conducted by various researchers as follows:

Cole (2016) carried out a quantitative Social and Gender Analysis (SGA) of Northern Province of Zambia in June 2015 in Luwingu and Mbala Districts.

The researcher explored the norms and power relations at various institutional levels that constrain certain social groups from benefitting from programmatic investments aimed at improving livelihoods, health status and food and nutrition security within the Irish Aid Local Development Programme (IALDP).

Data were collected at different institutional levels including staff from the Ministry, Departments and Non-Governmental Organizations at district level and at the community level with sex-specific focus groups and traditional leaders in eight randomly selected areas.

The research found that in Mbala, gender-based violence (GBV) in the form of wife slapping was common. Based on the key findings of the Social and Gender Analysis (SGA), the following were some options to bring about greater and more and more livelihoods of poor and vulnerable people in Northern Province, Zambia:

- Redesign programme activities to make gender transformative, using multi-stakeholder, multi-scaled participatory processes; and
- Develop capacities of IALDP stakeholders to implement gender transformative approaches in their activities using a blended learning strategy that enables all stakeholders to learn for action, in action, and from action.

Parkes, J (2017) also undertook a scoping study aimed at addressing school GBV in Zambia whose findings were to provide the basis in reflection and the development of the action plan for the next phase of the End Gender Violence in Schools (EGVS) initiative. The main objective of the study was to analyze responses to gender-based violence in and around schools in Zambia, in order to inform future planning of policy and practice initiatives.

The study was undertaken in collaboration between the Government of Zambia, UNICEF and researchers from the UCL Institute of Education working alongside Consultant, Romana Maumbu. The research found out that the Anti-GBV Act was the key legislation for putting into place mechanisms to protect victims of GBV, establishing a GBV committee, procedures for dealing with reports of GBV, and a GBV Fund to assist victims.

Jere, M.M (2011) in a Dissertation for Masters of Art at the University of Zambia entitled 'Domestic Gender Based Violence: A case study of Lusaka Urban' also found out that most perpetrators of wife battery fail to be prosecuted because victims decline to testify against these assailants.

The research recommended that in order to improve prosecution of wife battery cases, the government should enact a law to compel victims of wife battery to testify against their husbands especially in very serious circumstances where the lives of the victims are threatened.

Data collection techniques included Focused Group Discussion (FGD), interview guide and pre-test. Data was analyzed using mainly qualitative methods, although quantitative method was also

used for part of the structured questionnaires.

Meanwhile, the general objective of the study was to establish factors that lead to low prosecution of wife battery cases in Lusaka Urban, while the following were the specific objectives:

- To explore the socio-economic characteristics of victims of wife battery.
- To examine police officers' attitudes towards prosecution of wife battery cases.
- To assess whether or not victims' fear of prosecution affects prosecution of wife battery cases.

- To propose policy recommendations for improved prosecution of wife battery cases.

Lastly, Movitz and Young (2018) also conducted another study to assess Harm and Harmonization: Gender Based Violence and the Dual Legal System in Zambia.

The research was conducted in June and July 2018 in Lusaka, Zambia. The research found that one of the most significant factors contributing to GBV in Zambia was the socialization of men, women and children, in that boys' education was prioritized. Child marriages often serve as a barrier to education for girls as girls are considered to have entered womanhood at the age of their first menstruation.

Men and women are taught that men are stronger, more powerful and in-charge, when compared to women. Wives are taught to believe that their wishes and preferences were secondary to that of their partner. The research also found out that the Anti-GBV Act was not being executed to its fullest extent because there were still no Anti-GBV committees to handle legal and social issues of GBV, Anti-GBV Funds to handle financial barriers to justice or extensive state-funded shelters for victims.

It recommended that in the realm of execution, there was need for improvement especially harmonization of the dual legal system across the country in a way that preserves Zambian culture while promoting gender equality and curbing gender-based violence.

The empirical literature review, therefore revealed that gender-based violence existed in Zambia. It also showed that GBV had some negative implications on the society where women and children were the most victims because they socially and economically depend on the perpetrators of the scourge resulting in low prosecution of the perpetrators.

2.2 Synthesis and Research Gap in the Literature Review.

Studies by other researchers that have been reviewed above, each focused on one aspect of GBV that GBV exist in Zambia. They also discussed on low prosecution levels of the perpetrators mainly because most perpetrators of GBV were bread winners.

However, none of the studies from the empirical review addressed the protection of GBV victims in terms of provision of Anti-GBV Funds and shelters.

Therefore, this study aims at bridging the gaps in other studies that have been reviewed by finding out why victims of GBV especially women and children are not protected from perpetrators of violence related crime in Zambia regarding GBV Fund and shelter vis-a-viz Anti-GBV Act.

Meanwhile, Mbala District of Northern Province will be used as a study district.

3. Research Methodology

This chapter presents the methodology that was used in carrying out this study. It consists research design, area of study, population, sample and sampling procedure, data collection methods and data analysis plan.

3.1 Study Design

The study employed the mixed research design which is the combination of qualitative and quantitative approach to collect and analyse data (Creswell & Tashakkori, 2007). Integrating qualitative and quantitative methods in research, Bryman, 2006) can provide detailed and comprehensive data in order to achieve research objectives and answer the research questions. According to Teddlie and Tashakkori (2009), there are four types of mixed method research designs: 1) triangulation, 2) embedded, 3) explanatory and 4) exploratory. This study mostly appropriately employed explanatory model, which contains first quantitative data collection followed by qualitative data collection. it also employed descriptive research design. The mixed method was used by administering a questionnaire and semi-structured interview as research instruments in order to collect quantitative and qualitative data respectively.

3.2 Descriptive Study Design

Using the arguments of descriptive research by Bless and Achola (1983), the researcher gave an accurate account of the characteristics of GBV and its prosecution. It will also include the estimates of how frequently some events occur or of a proportion of people within a certain population sharing certain views or acting in a certain manner. The data from the questionnaire were analysed using descriptive statistics.

Therefore, this research utilized a descriptive design in order to bring out the characteristics of the problem, for example, the frequency of violence against women and child abuse. The description will also include the number of GBV cases reported, those taken to court and those that are withdrawn by way of reviewing the records at Mbala Police Station.

3.3 Explanatory Study Design

The interview findings were analysed to support the findings of the questionnaire. This is a type of research which is usually used when an explanation is sought for relationships between variables. The explanatory research component of the design was structured such that the researcher would be in a position to elicit associations of GBV and prosecution and not simply to describe them. This is an argument Bless and Achola, (1983) advances for research that takes an explanatory view. The explanatory design is recognoised as the most easy and straight-forward of the mixed method designs (Creswell & Clark, 2007)

3.4 Study Area

The study was conducted in Mbala District of Northern Province because it provides easy access to respondents of diverse cultural background. Mbala District is situated in the border area with the United Republic of Tanzania and covers one (1) police station and one (1) police post namely, Mbala Police Station and Maroundi Police Post, meaning that it covers a bigger jurisdiction of not only peri-urban area but also villages. Mbala Police Station is headed by an officer of the rank of Assistant Superintendent while Maroundi Police Post is headed by an Inspector (Establishment Register for Zambia Police, 2010).

3.5 Study Population

Mbala District has a population of 161,595 according to the 2022 Census of Population and Housing (CPH) report released in December, 2022 and made available on the Zamstats website: www.zamstats.gov.zm. Meanwhile, the police have fifty (50) police officers who are deployed in the police station and post. The officers from the police station and post belonging to VSU had a defined population of five (5) officers. The selection of this department had been due to the fact that they are the ones who deal with cases of GBV. Included also in this population will be the community thus, survivors of GBV and traditional leaders from Chief Zombe and Chief Mfwambo.

3.6 Sampling Procedure

Members of the Zambia Police Service, public prosecutors, medical personnel, civil society organisation, Department of Social Services and traditional leaders were purposively selected. However, survivors of GBV were selected through snowballing techniques.

3.7 Study Sample

The sample size of this research was one hundred (100) respondents; twenty (20) survivors of GBV, five (5) Victim Support Unit officers, five (5) Public Prosecutors from National Prosecution Authority, twenty (20) other police officers from general duties section, ten (10) medical personnel, five (5) from the Civil Society Organisations (CSOs) and another five (5) Department of Social Services under the Ministry of Community Development and Social Services and thirty (30) traditional leaders drawn from two Chiefdoms.

3.8 Data Collection Methods

Data was collected by two sources- that is, primary and secondary sources;

3.8.1 Primary Data

Data was collected through actual field research using questionnaires and interview guides in order for the study to capture specific and detailed information from the respondents' narrations, suggestions, opinions, views and comments. This data will constitute the main source of information for the study.

The questionnaires that were used had both closed and open-ended questions. Closed ended questions will be used to give a choice of answers, some questions only required, for example, a 'yes' or 'no' response. Structured questions will be used in order to allow for an easy comparison and quantification of the results. On the other hand, open ended questions will be used in order to leave respondents free to express their answers as they wished.

Questionnaires were administered to the respondents. Primary data was also collected through the use of an interview guide. This method will be used because there was need for more specific and detailed information in order to facilitate comparison of the reactions of different participants.

The list contained some precise questions and their alternatives or sub-questions depending on the answers that had been given to the main questions (Bless and Achola, 1983). Interview guide was used when collecting information from traditional leaders where focused group discussions were conducted.

3.8.2 Secondary Data

Secondary data is data that has been collected by other investigators in connection with other research problems or as part of the usual collection of social data as in the case of population census. This is second hand data or at least once removed from the original event such as a summary of important statistics, newspaper column based on an eyewitness account (Neil Salkind,

2004). Thus, secondary data in this study included statistical data mainly from official records and reports from the Zambia Police Service and One Stop Center (OSC).

3.9 Data Analysis Plan

Data was analysed using mainly qualitative methods, although quantitative methods was also used for part of the structured questionnaires.

3.9.1 Quantitative Data Analysis

Upon collecting information from the field, all questionnaires were checked to ensure uniformity; consistence and completeness. Quantitative data was collected through the questionnaire which was used in the quantitative data analysis as it helped to obtain percentages in an accurate, precise, easier and fast way. Methods for verification and analysis of quantitative data included frequency tables, cross tabulation and measures of variability in order to understand patterns and relationships between variables.

3.9.2 Qualitative Data Analysis

Qualitative data was collected through note taking in focus group discussions and open ended questions of the questionnaires. This data was analysed manually using content or thematic analysis. Qualitative content analysis can involve any kind of analysis where communication content (speech, written texts, interviews images etc) is categorized and classified (Robert Weber, 1990).

3.10 Ethical Considerations

Considering that the subjects of this study are human beings and sensitive records of the Zambia Police Service, there is need to ensure that the subjects were protected from any kind of harm, therefore, ethical issues are to be taken into account. Thus, first and foremost, consent from relevant authorities should be sought in the case of Zambia Police Service, One Stop Center and the Department of Social Services. Owing to the sensitive nature of the records that were reviewed by the respondents, the researcher ensured that information obtained from these records was kept confidential. Furthermore, information obtained was to be restricted to the researcher and used only for academic purposes.

Secondly, participants were treated with utmost respect and also confidentiality exercised. Clearance to proceed with the research was earlier sought from the Supervisor at Supershine University Zambia.

4. Presentation of Findings

This chapter is a presentation of the findings from respondents who took part in this study and they were devoted to providing outcomes of the research questions. The research findings are presented and discussed using a thematic approach in relation to the research questions. The main themes were identified from each research question and lastly, the sub-themes were developed. Below were the research questions which guided the study: effectiveness of the Zambia Police Service in preventing sexual and gender-based violence. The effectiveness of Zambia Police Service in reducing sexual and gender-based violence? The rate at which the Zambia Police Service prosecute sexual and gender-based violence cases? Ways of enhancing Victim Support Services in addressing conflicts among SGBV victims?

4.1 Demographical Information of Participants

Sample sizes of 100 respondents were interviewed and focus group discussions to some of the respondents accordingly. The demography of participants refers to the statistics relating to the research respondents who took part in this study. This includes all the background information of the research participants deemed necessary and relevant to the study by the researcher. A research participant, informant or respondent is someone who is well versed in the social phenomenon being studied and who is willing to provide information on it (Babbie, 2007: 186).

4.1.1 Characteristics of Police Officers

Table 1: Characteristics of Police Officers

VARIABLE	STATUS	NUMBER
GENDER	**MALE** **FEMALE**	**12** **18**
AGE	**18-25** **26-35** **36-45** **46-55** **OVER 55**	**00** **20** **04** **06** **00**

MARITAL STATUS	**SINGLE**	**06**
	MARRIED	**24**
	DIVORCED	**00**
	WIDOWED	**00**
EDUCATIONAL LEVEL	**PRIMARY**	**00**
	SECONDARY	**12**
	COLLEGE	**06**
	UNIVERSITY	**12**
RANK	**SUPERIOR**	**00**
	SUBORDINATE	**09**
	OTHER RANKS	**21**

The table above shows the number of police officers under the Victim Support Unit, Criminal Investigations Department and Front Desk as well as Public Prosecutors. Out of a total number of thirty (30) police officers, the majority were females representing eighteen (18), while twelve (12) were males. Besides that, the majority age group which varies from twenty-six (26) to fifty-five (55) was an indication that they were all matured officers to handle cases of sexual and gender-based violence. Twelve (12) each of the police officers had degrees and grade twelve (G.12) certificates in their educational background, while six (6) had diplomas. In terms of marital status, twenty-four (24) of the respondents were married while six (6) were single.

4.1.2 Characteristics of SGBV Victims

Table 2: Characteristics of SGBV Victims

VARIABLE	STATUS	NUMBER
GENDER	**MALE**	**09**
	FEMALE	**11**
AGE	**BELOW 18**	**04**
	18-25	**02**
	26-35	**07**
	36-45	**02**
	46-55	**03**
	OVER 55	**02**
MARITAL STATUS	**SINGLE**	**05**
	MARRIED	**12**
	DIVORCED	**03**
	WIDOWED	**00**
EDUCATIONAL LEVEL	**PRIMARY**	**06**
	SECONDARY	**07**
	COLLEGE	**02**
	UNIVERSITY	**04**
	OTHER	**01**
ORGANISATIONS	**GOVERNMENT**	**03**
	NON-GOVERNMENTAL	**05**
	OTHER	**12**

The table above shows the number of sexual gender-based violence victims. Out of a total number of the twenty (20) victims, the majority were females representing eleven (11), while nine (9) were males. This shows that there were more female victims of sexual and gender-based violence than there were males in society. Besides that, the age which varies from below eighteen (18) to over fifty-five (55) was an indication that every age group had victims of sexual and gender-based violence in society. In terms of marital status, married people with twelve (12) were most affected, followed by singles with five (5) and divorced with three (3).

Further, the researcher categorized respondents into three (3) groups. those in group A (Victims/survivors) made a total of twenty percent (20%), those in group B (Zambia Police Service personnel) were thirty percent (30%) while those in group C which is Focus Study Discussion (FSD) comprising medical personnel, government officers, civil society organisations (CSOs) and traditional leaders were fifty percent (50%).

Table 3 and figure 1 below represent the profile of the respondents according to the three (3) groups and number of respondents including percentage per group.

Table 3: Groups of Respondents

Group	Respondents	Percentage
A (Zambia Police Service)	30	30%
B (victims)	20	20%
C (Focus Study Discussion)	50	50%
Total	100	100%

The following are the responses according to each respondent group:

ZAMBIA POLICE OFFICERS

4.2. Effectiveness of the Victim Support Services

The researcher sought information on the effectiveness of the Victim Support Services in resolving conflict among victims of sexual and gender-based violence.

4.2.1 Performance of Zambia Police Service in preventing SGBV

Table 4: is the Zambia Police Service effective in preventing SGBV in Mbala?

Answer	Respondents	Percentage
Yes	30	100%
No	0	0
Not sure	0	0
Total	30	100%

Table 5: How do you rate the performance of the Zambia Police Service in preventing SGBV?

Answer	Respondents	Percentage
Not effective	00	0%
Fairly effective	06	20%
Effective	15	50%
Very effective	09	30%
Not sure	00	0%
Total	30	100%

4.2.2 Effectiveness of the Zambia Police Service in Reducing SGBV

The researcher asked the respondents the effectiveness of the Zambia Police Service in the reduction of SGBV to which the following were the results in the Tables 6 and 7

REDUCTION OF SGBV BY THE ZAMBIA POLICE SERVICE

Table 6: is the Zambia Police Service effective in reducing SGBV in Mbala?

Answer	Respondents	Percentage
Yes	30	100%
No	00	0%
Not sure	00	0%
Total	30	100%

Table 7: How do you rate the effectiveness of the Zambia Police Service in reducing SGBV in Mbala?

Answer	Respondents	Percentage
Very poor	00	0%
Poor	00	0%
Good	21	70%
Very good	09	30%
Not sure	00	0%
Total	30	100%

4.2.3 The rate of prosecution of SGBV cases

Table 8: is the Zambia Police Service in Mbala effective in prosecuting SGBV cases?

Answer	Respondents	Percentage
Yes	27	90%
No	03	10%
Total	30	100%

4.2.4. Co-operation from members of the public as whistleblowers give to Police to combat SGBV?

Table 9: Does the Zambia Police Service receive co-operation from the community to combat SGBV?

Answer	Respondents	Percentage
Yes	09	30%
No	21	70%
Not sure	00	0%
Total	30	100%

4.3 Victims/ Survivors

4.3.1 Effectiveness of the Zambia Police Service in preventing SGBV

Table 10: is the Zambia Police Service effective in preventing SGBV in Mbala?

Answer	Respondents	Percentage
Yes	10	50%
No	05	25%
Not sure	05	25%
Total	20	100%

4.3.2 The rate of effectiveness of the ZPS VSU in preventing SGBV

Table 11: How do you rate the effectiveness of the Zambia Police Service in reducing SGBV in Mbala?

Answer	Respondents	Percentage
Fairly effective	05	25%
Effective	04	20%
Very effective	01	5%
Not sure	10	50%
Total	20	100%

4.3.3 Effectiveness of ZPS in reducing SGBV

Table 12: is the Zambia Police Service effective in reducing SGBV in Mbala?

Answer	Respondents	Percentage
Yes	08	40%
No	06	30%
Not sure	06	30%
Total	20	100%

4.3.4 Co-operation the ZPS receive from the community

Table 13: Does the Zambia Police Service receive co-operation from the community to combat SGBV?

Answer	Respondents	Percentage
Yes	08	40%
No	10	50%
Not sure	02	10%
Total	20	100%

4.4 Focus Group Discussions (FGD)

Furthermore**,** the researcher undertook interviews through the focus group discussions with ten (10) members of medical personnel from the One Stop Center (OSC) at Mbala General Hospital, five (5) Government Officers under the Department of Social Welfare, five (5) Paralegal Officers from the Civil Society Organisations (CSOs) operating from the OSC and fifteen (15) traditional leaders each drawn from Mfwambo Chiefdom of the Mambwe people of Mbala District and Zombe Chiefdom of the Lungu people of Mbala District.

The following tables represent the profile according to each category:

4.4.1 Does the Area have a Committee on Anti-SGBV?

Table 14: Government (DSWO)

Answer	Choice
Yes	x
No	

Table 15: Paralegal (CSO)

Answer	Choice
Yes	x
No	

Table 16: Medical Personnel (OSC)

Answer	Choice
Yes	x
No	

Table 17: Chief Zombe

Answer	Choice
Yes	x
No	

Table 18: Chief Mfwambo

Answer	Choice
Yes	x
No	

4.4.2 Has the group undertaken any training in Anti-SGBV?

Table 19: Government (DSWO)

Answer	Choice
Yes	x
No	

Table 20: Paralegal (CSO)

Answer	Choice
Yes	x
No	

Table 21: Medical Personnel (OSC)

Answer	Choice
Yes	x
No	

Table 22: Chief Zombe

Answer	Choice
Yes	x
No	

Table 23: Chief Mfwambo

Answer	Choice
Yes	x
No	

4.4.3 Is your community effective in reducing SGBV in Mbala District?

Table 24: Government (DSWO)

Answer	Choice
Yes	x
No	

Table 25: Paralegal (CSO)

Answer	Choice
Yes	x
No	

Table 26: Medical Personnel (OSC)

Answer	Choice
Yes	x
No	

Table 27: Chief Zombe

Answer	Choice
Yes	x
No	

Table 28: Chief Mfwambo

Answer	Choice
Yes	x
No	

4.4.4 Do you think your community is effective in preventing SGBV in Mbala District?

Table 29: Government (DSWO)

Answer	Choice
Yes	
No	x

Table 30: Paralegal (CSO)

Answer	Choice
Yes	
No	x

Table 31: Medical Personnel (OSC)

Answer	Choice
Yes	x
No	

Table 32: Chief Zombe

Answer	Choice
Yes	x
No	

Table 33: Chief Mfwambo

Answer	Choice
Yes	x
No	

4.4.5 Do you think the community of Mbala District receives support from Zambia Police Service to combat SGBV?

Table 34: Government (DSWO)

Answer	Choice
Yes	x
No	

Table 35: Paralegal (CSO)

Answer	Choice
Yes	x
No	

Table 36: Medical Personnel (OSC)

Answer	Choice
Yes	x
No	

Table 37: Chief Zombe

Answer	Choice
Yes	x
No	

Table 38: Chief Mfwambo

Answer	Choice
Yes	x
No	

4.4.6 Does your community have a safe house for the victims of SGBV?

Table 39: Government (DSWO)

Answer	Choice
Yes	
No	x

Table 40: Paralegal (CSO)

Answer	Choice
Yes	
No	x

Table 41: Medical Personnel (OSC)

Answer	Choice
Yes	
No	x

Table 42: Chief Zombe

Answer	Choice
Yes	
No	x

Table 43: Chief Mfwambo

Answer	Choice
Yes	
No	x

4.5 Conclusion

In summary, the chapter has presented the results of the study on the effectiveness of the Victim Support Services in resolving conflict among victims of SGBV. The results were presented in line with the four (4) research questions set out in Chapter One.

5. Discussion of Findings

The research findings are discussed in this chapter as guided by specific objectives of the study that are stated in Chapter One of the dissertation, thus to investigate the effectiveness of the Victim Support Services in conflict resolution among sexual and gender-based violence victims; to establish whether or not the community still have confidence and trust in the Victim Support Unit by co-operating as whistleblowers; and to find out the challenges that the Victim Support Services are facing in helping resolve conflict among victims of sexual and gender-based violence.

5.1 The Effectiveness of the Victim Support Unit in Preventing Sexual and Gender-Based Violence:

In this study, the majority of Sexual and Gender Based Violence victims which is fifty percent (50%) of the respondents revealed that the Victim Support Unit (VSU) was effective in preventing sexual and gender-based violence. However, twenty-five percent (25%) said no, while the other remaining twenty-five (25%) of the respondents stated that it was not sure whether the Unit was effective or not. Among the many reasons given for this lack of efficiency is that often times, the police were slow in processing the cases of SGBV especially when perpetrated by men. The victims complained that they at times had to bear some costs of apprehending the suspect in terms of transport costs.

The findings of this study agree with what Barker (1999) states on Gender-Based Violence (GBV). He stated that masculinity has been seen as inherently violent and tolerated by society as the norm. Maleness is defined in many cultures as aggression and control and dominance of women or others who are considered weak. Many cultures condone aggression as a means for males to express anger. In some cultures, there also may be rigid codes around "family honour" leading to “honour killings” of women who have been raped, usually by male members of their own family. Barker (1999) postulates that in low-income settings, where mainstream sources of masculine identity such as educational achievement or stable employment are difficult to access, young men may be more inclined to adopt violence or other behaviours of control as a way to prove their manhood.

Barker argues that a better understanding of how masculinities are shaped in different environments would be an important contribution to the field of violence and not just to violence against women. He further adds that this could be the reason why women are not heard when their cases are taken to the authorities to resolve and help. The police officers would rather side with the victim because the patriarchal society demands so.

The understanding by Barker was echoed by Mushabati (2014) who revealed that often times, police gender desks, especially in developing countries, are very corrupt thereby relegating the needs of women who are often victims of GBV. Men who are powerful are able to buy their way out of police cells and continue the cycle of abusing their victims. Mushabati further argues that women in Africa have been denied their fundamental human rights of access to justice due to the high legal fees and the often lengthy process of securing justice. This makes women discouraged at pursuing their gender issues. On a sad note, women who are often victims of GBV are made to incur the cost of apprehending the suspect. Commenting on this, Mushabati (2014) states that, women in poverty are further made poorer when the police ask them to arrange transport that can be used to apprehend the victim. If transport is not available, then the perpetrator will be free until such a time when transport is available. This inefficiency has frustrated some women.

In this study, nine (9) out of twenty (20) victims of GBV were men. These men complained about the inefficiency of the police to help them resolve conflicts that they had with their wives as they were embarrassed in the presence of other men whenever they reported GBV cases to police. These men had wives who were physically abusive, insulted them and used various objects to attack them. This scenario is in line with what was recorded by Ritechic (2003). Ritechic noted that gender violence affects both men and women, although many men may feel uncomfortable discussing an issue, which at times seems to reflect on men in general, portraying all of them as aggressive, violent, irresponsible, wife beaters or sexual predators. Women can also be violent while many men may not be violent.

Ritechic (2003) recorded that a battered husband has historically been ignored or subjected to ridicule and abuse as was the case in France in the 18th century where a battered husband was made to wear an outlandish outfit and ride backwards around the village on a donkey. Generally, researchers do not investigate about husband abuse because it is thought to be a fairly rare occurrence and in most traditions, men are seen as sturdy and self-reliant so that the issue of male abuse is considered irrelevant

(Chad, 2010). However, in recent times as well as in history, men have also been victims of violence, murders and abuse. Segal (1997) argues that society often mocks men who report their cases of GBV to the police as this is seen as a sign of weakness.

In Africa, some men have abandoned their families because their women have become tormentors in verbal and physical abuse. Some of these men drown their frustrations in bars, while others take hard drugs (Segal, 1997). Frustrations are even more for the jobless, retrenched, and men who earn less than their spouses because their homes turn into prisons. According to Mbekar (2003), at least five men in Kenya are battered every week but as it has been the case over the past century, men experience domestic violence but under great silence. Mbekar further adds that the police have turned a blind eye to the plight of male victims of GBV because of the patriarchal nature of the African society.

This research established that one hundred percent (100%) of respondents from the Zambia Police Service was not in agreement with the views of the victims of GBV who stated that the Unit was not effective in preventing GBV. However, police officers stated that the Institution responded quickly to all cases of GBV in the district. The respondents further stated that ninety percent (90%) of GBV cases were in the previous year committed to the Magistrates Courts for trial.

The findings of this study are an indication that the justice system has been improving as a number of cases were being reported to the police and proceeded for trial in courts. Governments have established fast track courts where GBV cases are disposed of within 30 days. This has been argued and is a clear indication of government's commitment to fighting GBV (Chulu and Chileshe, 2001). The VSU has been supporting vulnerable people to access justice through these courts as they do not have to spend a lot of money. More people who are aggrieved will be encouraged to report their grievances because they know that justice will prevail.

The Ward Councillors interviewed in this study were of the view that in as much as the VSU faced challenges, it was effective in helping to resolve conflicts among GBV victims. Councillors had information on how some GBV victims in their Wards were reconciled with their perpetrators. The lawmakers were also doing their part in helping resolve conflict among GBV victims. They carried out sensitization campaigns, lobbied for funds from government and NGOs and educated their Ward members on a key provision of the Anti-Gender Violence Act (2011). This is in line with what Andrews (2009) found in Ghana. He stated the importance of lawmakers in the fight against GBV and resolving conflicts in their wards that related to GBV. As lawmakers, Councillors are conversant with key provisions of the law on GBV and these can be transmitted and taught to the public. The long wait before victims of GBV are served has negative effects on the victims of gender-based violence. The likelihood of collecting evidence of GBV decreases with the passage of time.

For instance, the specimen should be collected within 24 hours after the assault (International Federation of Women Lawyers (FIDA) 2001). Delaying record of GBV cases beyond 24 hours reduces the chances of collecting proper evidence that can be helpful in arresting or prosecuting perpetrators. The delay may also affect the safety needs of the victims; the perpetrator may escape after learning that he/she is being sought by law enforcers among other negative effects. According to the National Police Service Delivery Charter (2015), any reported case was supposed to be addressed immediately.

However, due to the staff inadequacy, the GBV victims are forced to wait before they are served. From the above findings and the preceding discussions, it becomes apparent that the Victim Support Unit was not conducive for the victims of GBV.

5.2 Effectiveness of the Victim Support Unit in reducing SGBV

It was established in this research that forty percent (40%) of the twenty (20) victims accepted that the Victim Support Unit was effective in terms of reducing SGBV cases, while thirty percent (30%) each said No. Meanwhile, one hundred percent (100%) of the respondent from the Zambia Police Service stated that the reduction of SGBV was effective, with the rating of seventy percent (70%) saying good and thirty percent (30%) saying very good. The victims who stated that the reduction was effective gave the reasons as counseling from VSU, arrests made which deterred the perpetrators of committing similar offences again, and sensitization through holding of seminars with the community. Those who said no also supported their response as lack of follow-ups to reported cases and no arrests made, thereby putting lives of the victims at risk from the perpetrators especially breadwinners.

Furthermore, the police attributed the reduction of GBV cases to sensitization of the community on the dangers of GBV through holding of seminars supported by the World Vision Zambia. These findings are in tandem with what Morgan (2008) noted. He states that often times when victims of violence seek justice for the crimes perpetrated against them, they must be able to trust the authorities to protect their identity and treat their case with discretion and respect. However, some police officers deal ruthlessly with victims of GBV, insult and intimidate them. He further states that without formal training or policies, confidentiality can be breached inadvertently. Justice actors are often simply unaware of the implications of GBV and how a lapse in privacy protection might impact their ability to hold the perpetrator to justice (Chulu, et al., 2001). It has also been noted that in some cases, police officers divulged details to third parties who were not supposed to know of the details of the case.

According to the United National Development Programme (2013) report on GBV in Africa, the police have a huge role to play in preventing and protecting victims of GBV. However, the report states that in some cases the police in Africa, especially those

dealing with GBV issues have instead protected the interests of perpetrators of GBV. Protection against domestic violence begins by recognizing violence. Recognizing violence falls within the scope of regular duties of all institutions. Recognizing violence can be the outcome of the victim's report of violence to the police and the police must side with the victim and not vice versa.

The police are obliged to act in cases of domestic and intimate partner violence. The police must accordingly undertake measures to prevent, discover and document criminal acts and misdemeanors perpetrated by the use of violence by the family member or partner. Sadly, the police fail to respect ethical rules when treating victims of violence and accordingly deny them safety and support (Mushabati, 2014).

The study revealed that the police officers were few and thus over-worked. Due to this inadequacy, every Police Station had two police officers handling the Victim Support Unit. These officers were also allocated other police duties which limited their effectiveness in addressing the GBV cases. In the absence of officers from the Victim Support Unit at the time of reporting , the GBV victims were served by other officers from the general duties.

5.3 Effectiveness of co-operation that the Victim Support Unit receives from the community in helping Resolve Conflict among Victims of Gender-Based Violence

Thirty percent (30%) of respondents from the thirty (30) police officers indicated that the Unit received effective co-operation from whistleblowers on ground that the community had trust and confidence in the ZPS VSU with a view to resolving conflicts among victims of GBV, while seventy percent (70) said that the community was not supportive of the gender desk of the police. Among the challenges highlighted were the lack of transport at the police station to quickly respond to GBV victims, some officers were not adequately trained to handle GBV cases, and that there was lack of funding from the government to carry out effective sensitization campaigns on GBV.

The above-mentioned challenges are in line with Wachi's (2010) finding on the challenges that face gender desks in Kenya. He noted that police officers in charge of the desk lacked adequate transportation that would help them respond quickly to challenges and that in some cases, the victim had to contribute money towards transport used to apprehend the perpetrator. He further states that police officers lack good training on matters pertaining to GBV. The officers were lacking key legal information that would help them function efficiently. There is a need, therefore, to train officers in legal matters and other elements that are needed in handling GBV cases.

It was concluded that in terms of marital status, most victims of gender-based violence were married people who represented 60 percent, while 25 percent were single. Meanwhile, widows represented 15 percent. In terms of education, it was found out 35 percent reached secondary school level, 30 percent reached primary school level, 10 percent reached college level, 20 percent attained university degrees. Lastly, 5 percent recorded respondents who did not complete primary school level. The attaining of different school levels also affected their levels of understanding of their human rights.

All the respondents, all key informants and the FGD participants unanimously agreed that the police stations did not have safe-houses to keep the survivors who risked facing further abuse. The victims were instead referred to the NGOs or were kept in special cells if the cases were reported late and the Victim Support Unit could not take the victims to a rescue center or safe houses owned by NGOs and other stakeholders. This affected the effectiveness of the Victim Support Unit because as noted earlier, the survivors of the GBV placed in the police cells continued suffering while the gender desk was supposed to place them in a comfortable place. Most of the respondents reported that the Victim Support Unit did not receive continued training on emerging gender issues. This was to keep them abreast with the changes in the legal and medical world. They were supposed to undergo on-job training on newly emerging forms of GBV.

Meanwhile, forty percent (40%) of the respondents from the victims said that co-operation with the ZPS by the community was effective; while fifty percent (50%) said it was not effective. The paltry ten percent (10%) was not sure. Those who said no cited slow response by the police to rush to the scene of crime, a situation which they said brought fear among them of the perpetrators as they felt unprotected. Lack of a safe house in the district is another reason for failure to co-operate with the police by whistleblowers.

5.4 Focus Group Discussions (FGD)

Focus Group Discussions took place among stakeholders from government (Department of Social Services), Non-Governmental Organization (YWCA), medical personnel attached to the One Stop Center and traditional leaders from Chief Mfwambo and Chief Zombe of Mbala District.

Meanwhile, the responses from the stakeholders revealed that they collaborated well through the One Stop Center situated at Mbala General Hospital and that they were trained in Anti-GBV sensitization programmes. All of them stated that there were no safe houses in the district resulting into victims being taken to other relatives for safety while pursuing and prosecuting perpetrators.

GBV cases from the community are either reported through health facilities where the victims went to seek medical attention, One Stop Center or the police station.

However, discussions from the two (2) Chiefdoms revealed that the efforts to combat SGBV in their localities are hampered by lack of police posts, lack of training to the CCPU, non- availability of equipment for CCPU such as handcuffs and long/short batons in addition to lack of safe houses to accommodate victims/survivors of GBV.

5.5 Measures to Enhance the Effectiveness of the Operations of the Victim Support Services

The most key informants who were the police officers and victims/survivors agreed that it was important for the police officers in the Victim Support Unit to be trained on human rights and gender issues. Although they had been trained on the same during their initial induction training, there was a need for further on job training.

The FGD respondents noted that the Victim Support Unit officers needed to be trained on the existing legal framework that addresses GBV, on new legislation such as protection against domestic and legislation that have been revised. It is also important for them to be trained in emerging forms of GBV and how to address them. They also noted the need for training the Victim Support Unit officers on the GBV guiding principles and approaches and the minimum standards for prevention and response to GBV by UNFPA (2012).

This would increase the effectiveness of the gender desk in handling the GBV survivors. The FGD participants stated that Police have other duties such as conducting patrols, going to arrest the accused persons, providing security to various institutions, escorting the accused to court, testifying in courts of law among others.

The Victim Support Unit officers were supposed to deal with the GBV cases to ensure that they had enough time to investigate the cases and also ensure that they were not overworked for them to be efficient. However, Gender Desk Officers have always been allocated other police duties, thus limiting the time for investigating the GBV cases. Lack of allocation of other duties would motivate the officers who would realize that their responsibilities were recognized.

Most respondents proposed the need to have the minimum infrastructure for the efficient performance of the gender desk. This included adequate office space, enough and comfortable chairs, enough tables, shelves, cabins, computers, workstations, stationery and so on. During the FGDs, it became apparent that a Victim Support Unit should have a minimum of two rooms. The first room would be used for the report taking while the second room would be used for counseling and/or statement taking. The second room would be very confidential to ensure victims confidentiality (UNFPA, 2012). In the situation where there are no adequate rooms, the Victim Support Unit can use any other room for interviewing the victim since the most important concern is privacy.

Cases needed a secure and private setting. This was in recognition that stigma could be associated with any step of an investigation process. The Victim Support Unit had to do everything they could to avoid exposing the survivor to further abuse. This included avoiding actions that could undermine their quality of life or standing in their family or community. Sensitive in handling the GBV cases meant ensuring that the Victim Support Unit met the needs of the victims. When handling female victims, female officers were expected to be at hand. It was important that the Victim Support Unit maintains trust. This showed that most of the cases reported were handled in the ordinary crime office. According to UNODC (2010) gender sensitive police can be attained by training police on basic gender equality concepts, relevant national and international legislation and conventions, respect for the human rights of women and men.

The FGD participants noted that the officers in charge of the Victim Support Unit had participated in many GBV workshops organized by civil societies. However, most of the officers were not very conversant with the legal instruments used to fight GBV as noted by one participant.

5.6 Conclusion

The chapter looked at the discussion of findings in line with the research objectives in relation to the effectiveness of the Victim Support Services in helping resolve conflict among victims of gender-based violence.

6. Conclusion and Recommendations

This chapter looks at the conclusion of the findings of the research that was carried out and further looks into recommendations that can be adapted to improve on the findings of the study.

6.1 Conclusion

From the findings of the study; it is evident that the Victim Support Unit (VSU) was not effective in resolving conflicts among gender-based violence victims. The police often failed to quickly respond to cases of GBV due to lack of transport and inadequate manpower. The Unit was not effective because it is only open during the day. Victims of GBV felt that the process of getting justice was lengthy and full of challenges. The VSU officers, however, were of the view that the Unit was effective in resolving conflict among victims of GBV because it had a record of a high number of cases that were committed to the courts for trial. The police officers, however, admitted that some police officers were not adequately trained to handle GBV cases and had

no knowledge of the legal framework that guides GBV in Zambia. The study also found that traditional leaders were doing their part in educating their village headmen on the key legal provisions that guide GBV in Zambia but that their efforts were hampered by a lack of funding.

The majority of victims of gender-based violence have no confidence in the Victim Support Unit because the officers routinely fall short of standard codes of practice. Vulnerable people and victims of assault and other serious gender-based violence are among those left waiting in distress, because of the failure to make follow-ups on GBV cases when perpetrators refuse to respond to call-outs.

6.2 Recommendations of the Study

The following are the recommendations of the study, arising from the above findings:

- If the VSU is to be effective in resolving conflicts among GBV victims, it must have qualified and trained police officers who know the legal framework that guides GBV in Zambia. Furthermore, the government must provide the Unit with adequate transport and monitor its usage.
- The study found that victims did not have confidence and trust in the VSU because it is slow to act. It is recommended, therefore, that the VSU becomes proactive to attend to the needs of distressed victims of GBV.
- As a gender desk, it was found that the VSU had a lot of challenges ranging from financial, lack of training and not having a cooperative community. It is recommended that the government provides a vehicle to the VSU so as to enhance their operations as well as provide continuous professional development through training.
- There is an urgent need for massive sensitization strategies on gender-based violence in order for the community to realize that it is a serious problem. The community must begin to make positive changes towards eradicating it. In particular, women should be educated about their rights so that they can begin to stand up for their own rights as well as those around them.
- Poverty is one of the stimuli to chaos and gender-based violence in homes. Therefore, stakeholders need to come up with massive poverty reduction exercises. Employment creation among skilled men and women is needed.

6.3 Recommendations for Further Study

Recommendations for Improved Service Provision by the Victim Support Services

For the Victim Support Services to be more efficient, the following should be done.

- There must be a proper linkage between the police and the victims of gender-based violence.
- Conduct workshops, conferences and symposiums for gender-based violence.
- Funding be made available to economically empower the survivors of GBV
- The police to be having refresher courses on gender-based violence.
- The general public to be sensitized on the dangers of gender-based violence.
- The traditional leaders to spearhead a strong message on the evils of gender-based violence.
- Safe houses where to keep victims/survivors who separate from the perpetrators of violence be established in the district.

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