



**ADVANCING A COORDINATED & INTEGRATED APPROACH IN
THE FIGHT AGAINST FRAUD & CORRUPTION IN LICENSING
SERVICES**

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OUTLINE OF THE PRESENTATION



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 - Training of examiners
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 - The role of parents and adults in training of drivers\
 - Demystification of licensing services
 - Responsive service
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CONTEXT

- Our attempt to ensure safe, secure and sustainable roads in South Africa;
- Our country continues to experience significantly high number of road deaths and fatalities occurring daily on our national roads. Given the above status quo, there is a need for a review of the current road safety initiatives. The target set in terms of the Decade of Action was to reduce road fatalities by 50% by the year 2015, which we were unable to achieve. This paper is motivating a refocus from enforcement to where the problem begins.

INTRODUCTION

- Exploration of measures to prevent fraud and corruption;
- Anti fraud & corruption measures should hinge on the following:
 - Role of human beings,
 - Role of the public,
 - Role of technological innovation.
- Significance of obtaining a Drivers License
 - A pre-requisite for employment
 - Mobility
 - Independence and convenience

KEY FINDINGS...

CONCEPTUALIZATION OF A COMPETENT DRIVER

- Driving is a complex process involving routine events & incidents;
- Driving has two conflictual structural components:
 - Predictability & Unpredictability
- Driving involves a total being & not just mechanical skills;
- Training of drivers & designing of the curriculum must be multi-disciplinary;
- Driving is a life-long experience that should involve life-long training and exposure;
- Given the above variables; a definition of competent driver will always be contested & therefore, should be constantly explored.

TRAINING & ACCREDITATION OF INSTRUCTORS

- Instructors are individuals who are authorized to train drivers;
- They occupy a strategic role-assisting individuals to gain skills;
- In most cases an instructor is a person who will influence whether a person will be a good driver or not;
- Experience has shown that most instructors' focus is on training a person to pass, rather than to ensure that a driver has the required skills;
- Common knowledge-instructors use unconventional methods;
- Bribery & collusion with examiners is the most common;
- Instructors must be linked to an integrated information system.

TRAINING OF DRIVERS

- As a profession, we need to critically re-look at training;
- It's is probable that a person may pass a learner test on the basis of information crammed overnight, or at worst, having a “scope”;
- A paradigm shift is required, including integrating learner licenses in a schooling system;
- The process of lifelong training should look at pedestrians as well-this is a subject of further research and discussion;
- Possibilities of introduction of graduated driver licensing to ameliorate the high risk of novice drivers.

TRAINING OF EXAMINERS

- Examiners are empowered by the act to either pass or fail a person;
- As a result, they are empowered to take advantage of people;
- General anxiety that applicants go through compounds matters;
- There is a need to call for additional skills that will assist examiners to isolate variables that are being tested.

LICENSING & TESTING IN RESPECT OF A CLASS OF VEHICLE

- Legislation is failing to make desired impact;
- It's expected that a person will drive a vehicle for which he is licensed to drive. The following observations are made:
 - Most of our tests are on code 10 (C1)
 - Most females are tested on code 10 (C1)
 - This is against a common knowledge that there are more code 8 (B1) vehicles on our roads than code 10 (C1)
- Apparently, there is confirmation that it is much easier to pass a code 10 than it is for code 8;
- Results are the following:
 - We unleash drivers who cannot park properly.

THE ROLE OF PARENTS & ADULTS IN TRAINING OF DRIVERS

- Critically look at the role played by parents must be clearly defined;
- What is the competency of parents in training;
- Consideration that training of drivers is a specialized profession;
- Parents' role should be secondary;
- Any attempt to regulate the driving school industry will be futile if parents are allowed to continue teaching children how to drive;
- This discussion should be located within the context of skills development fund.

DEMYSTIFACATION OF LICENSING SERVICES

- Tension and anxiety accompanies licensing environment;
- People are uncomfortable with the licensing environment;
- Individuals are sometimes punished;
- Mystery behind licensing is often costly to the public;
- Licensing officials, runners & driving schools use this mystery to instill fear and a sense of powerlessness;
- Confronted by this fear, people are prepared to pay anything for their freedom.

RESPONSIVE SERVICES

- Lead time not congruent to the economic demands and socio-economic landscape;
- People having to wait for months before they get tested;
- In the context of poor service delivery, members of the public are lured to embark on illegal means;
- People sometimes pay for a slot to be tested;
- Capacity of stations need to be assessed against the growing demand;
- We need to align services we render.

TECHNOLOGICAL INNOVATIONS

- Maximum usage of technology is required to resolve problems in this area;
- Revisit the road safety strategies to align to innovative thinking.

CONCLUSION

- It is quiet clear that road safety efforts are hampered by uncoordinated approaches to deal with fraud and corruption in the licensing services;
- This matter has become a national security risk;
- Overemphasis of testing at the expense of training undermines road safety efforts;
- Perceptions that licensing centers are corridors of corruption are not conducive to service delivery.

RECOMMENDATIONS

The following possible solutions are proposed for consideration:

- Re-examination of the role of each stakeholder;
- Introduction of an integrated information system that will capture the role of each stakeholder;
- Introduction of monitoring and evaluation unit at National level;
- Faster regulation of the driving school industry;
- Define a competent driver;
- Enhance on training and accreditation of instructors;
- Introduce a graduation system of drivers license;
- Adjust technological innovations.