

DOI: https://doi.org/10.48009/1_iis_2026_145

The factors influencing the justice system services from a Namibian rural community perspective

Hedvig NK Mendonca, *Cape Peninsula University of Technology*, hmendonca@unam.na

Tiko Iyamu, *Cape Peninsula University of Technology*, iyamut@cput.ac.za

Abstract

The justice system's services are essential for the society in which it operates. Rural communities in Namibia struggle with limited access to the justice system's services due to barriers such as geographic distance and socio-economic disparities. The barriers negatively affect rural populations, thereby worsening existing social inequalities. Despite efforts by the government to improve the delivery of services, access to the Ministry of Justice's (MOJ) services remains challenging. Thus, the objective of this study was to gain a better understanding of the factors that influence the MOJ services to the Nam-Hana rural community of Namibia. Qualitative methods were applied in the study. This includes using semi-structured interviews and document analysis techniques to collect data. The data analysis and the interpretation of the findings were guided by actor-network theory (ANT). Our data analysis revealed distanciation through collaboration, awareness through training, and immutable mobiles through technology as the influencing factors from a technology perspective. The findings can inform and shape practice and policy within the justice system's service ecosystem and contribute to the wider body of knowledge. Additionally, the study makes recommendations that could help improve service delivery for rural communities in Namibia.

Keywords: justice services, justice for rural communities, actor-network theory, technology

Introduction

Like many other countries, access to the justice system's services is a fundamental human right that is embedded in the constitution of Namibia (Namibia, 1990). The justice system offers services, including legal advice and information, legal representation, and rehabilitation and reform through the Ministry of Justice (MOJ) (Ministry of Justice, 2024). However, it seems like a distant dream in its current implementation, especially for rural communities (Zongwe, 2021). This is primarily because access to the services is limited, especially for those living in the rural areas of the country, due to various challenges from both the service provider and the recipients' perspectives (Mendonca & Iyamu, 2024). From the service providers' standpoint, the challenges include ageing infrastructure, geographical distances, and language barriers (Hatutale, 2020). The challenges are increasingly prohibitive to accessing the justice system's services. Thus, a solution is needed to improve access to MOJ services and improve service delivery to the rural communities in the country.

Despite efforts made by the Namibian government to provide services to all citizens, including those in the rural areas, access to these services remains limited due to various challenges (Ruppel & Ruppel-

Schlichting, 2022). The challenges include the geographical configuration of rural communities, which contributes to influencing access to justice system services (Paniagua, 2025). Although solutions such as mobile, digital and e-service technologies offer a potential means of addressing the highlighted challenges, globally (Matebese, 2025), their specific influence on justice system service delivery in the Namibian context remains underexplored. Empirically, the factors influencing the service delivery are either unknown or it is not clear how the factors manifest themselves from technological perspectives. Without an understanding of the challenging factors that influence service delivery, crime will continue to increase (Mendonca & Iyamu, 2024). Also, poverty alleviation and other socioeconomic programs will continue to be thwarted in the country. It was therefore critical to conduct research to gain a better understanding of the technology influencing factors and a deeper view of how the factors manifest themselves in the provision of justice services. This is intended to improve access and the provision of services to rural communities in Namibia.

In doing so, the factors influencing access to justice services must first be empirically revealed, which was the objective of this study. In achieving the objective, three fundamental questions were articulated: (1) What factors support and enable the justice system's services in the Nam-Hana community? (2) What are some of the challenges associated with accessing the justice system's services by the Nam-Hana community? (3) How can a technology-enabled platform be integrated with the justice system and its services for the Nam-Hana community's purposes?

The paper is organized into six main sections. It begins with the introduction of the paper, followed by a review of the literature related to the study. Thereafter, the theoretical framework underpinning the study is presented. Next, the research approach that was applied in the study is discussed. The analysis and findings from the analysis are respectively covered in the subsequent sections. The limitations and future study are discussed in the section that follows. Finally, a conclusion is drawn, which discusses some of the contributions of the study.

Literature Review

Justice is viewed as the equitable treatment of every individual and the satisfactory resolution of conflicts (Welch, 2022). As such, many countries' justice systems are based on accountability, efficacy, transparency, fairness, and independence (Rodiyah et al., 2023). These principles and governance demand countrywide robustness. A country needs a robust justice system to punish wrongdoers and prevent others from committing similar acts, as stated by Mushelenga (2021). The spread means no boundaries of ethnicity or preference to locale, between rural and urban areas of the country. Mukungu and Kamwanyah (2020) argued that, to accomplish the goals and principles of the justice system, there should be the presence of law enforcement agents and the deployment of infrastructure (facility) enabled by access to information. This is primarily because ensuring equitable distribution and efficacy of the justice system across a country is of the utmost importance (Lima & Gomez, 2021).

Nevertheless, in many countries, Justice remains elusive in rural regions due to a certain degree of shortcomings in these services (Nangolo, 2020; Schulz & Bruyns, 2021). While Namibia boasts a legal framework established upon South African common law and a constitution guaranteeing an independent judiciary (Venter, 2020; Ndeunyema, 2020; Ruppel & Ruppel-Schlichting, 2022), the reach of its justice system falls short of encompassing the entire nation, leading to significant consequences. Despite the presence of the Supreme Court, high courts, lower courts, and specialized courts (Paleker, 2022; Mwalula, 2022), access to justice remains unevenly distributed across the country. Mushelenga (2021) and Zongwe

(2022) both agree that the Ministry of Justice faces resource restrictions that hinder its ability to offer comprehensive legal services to all Namibians.

The physical distance between court facilities and remote communities creates a significant barrier, particularly for those lacking transportation or financial means, as argued by Amupanda (2021). This geographical disparity translates into unequal access to justice, often leaving marginalised populations vulnerable and their rights inadequately protected. Furthermore, Devahoma-Indongo (2021) indicates that the limited capacity of the justice system leads to backlogs and delays in case processing, further disadvantaging those seeking legal recourse, especially in rural areas. This phenomenon, which is more prevalent in areas lacking courts, serves to engender public scepticism towards the justice system while simultaneously impeding the administration of justice.

Mobile technology (MT) solutions have changed the way many functions of human lives, creating opportunities for innovation, societal advancement, and economic growth. By leveraging the power of MT solutions, countries and communities can overcome many barriers and tap into the vast potential of interconnectedness and information sharing (Abdon et al., 2023). Also, as mobile devices become central to everyday tasks, from staying in touch to handling online banking, these mobile technologies hold considerable promise for transforming access to justice (Matebese, 2025). However, there is limited research on this topic on the African continent and in Namibia, specifically. Therefore, the possibilities and benefits of integrating MT into the justice system, to promote a more inclusive and equitable justice system for all in Namibia, are critical.

Theoretical Framework

The field of Information Systems (IS) research thrives on established methodologies, commonly focusing on the technical aspects of innovation (Tatnall, 2005). However, this approach often relegates the social aspects of innovation to the background. ANT offers a different perspective by introducing hybrid entities, complex systems with interwoven social and technical elements, challenging traditional social and technical divides, and arguing that purely technical or social relations are not possible (Felski, 2016). Furthermore, ANT proposes a unified socio-technical concept in which neither social nor technological factors has total control (Latour, 1986; Law & Callon, 1988). ANT has proven useful in analysing not only successful technological advancements but also spectacular failures, according to Tatnall (2005). By leveraging qualitative research, ANT provides a powerful and distinct lens for understanding innovation in IS, revealing the interplay of social interactions, technological factors, and political influences, fostering a holistic understanding of the innovation process as maintained by Tatnall (2005).

An ANT-based approach to IS research focuses on how networks are formed, consisting of both human and non-human actors (Hanseth et al., 2004). According to Callon (1986), researchers are consistently interested in the negotiations that lead to the configuration, including why and how networks are formed. This is often not an end in itself, but a continual probing of how, why, and when humans enrolled and used non-human actants to participate in the problematised phenomenon. For example, any system's characteristics would be viewed as network effects that emerge from these associations (Tatnall, 2003). ANT emphasises the significance of interactions and associations between actors and networks (Hanseth et al., 2004).

Additionally, identifying the relationships between the actors of both MOJ and the community was crucial in achieving the study's objectives. ANT focuses on how these relationships come into being and how they manifest (Crawford, 2020). In ANT, everything in the social and natural world exists in constantly shifting negotiations within networks of relationships (Iyamu, 2021). This translates into the identification of

heterogeneous networks in this social system, which consequently become stable, encompassing the interactions and negotiations between the community, MOJ, and the services provided by the MOJ.

Research Approach

Based on the objective, the qualitative methods and case study approach were selected and applied in the study. Data were collected using qualitative techniques (semi-structured interviews and document analysis). To achieve the objective, three research questions (RQs) were formulated: RQ 1: What factors support and enable the justice system's services in the Nam-Hana community? (2) RQ 2: What are some of the challenges associated with accessing the justice system's services by the Nam-Hana community? and (3) RQ 3: How can a technology-enabled platform be integrated with the justice system and its services for the Nam-Hana community's purposes?

The qualitative methods were applied in the study because it allows various perspectives, views, and experiences to be obtained (Dawadi et al., 2021). Before engaging with the participants, all the relevant and required authorisations were obtained through the rightful and respectable authorities. To ensure rigour, the study necessitated a dual view from the perspectives of service provision and access. This helped to achieve the objectives of the study. From the perspective of service provision, a set of criteria was formulated to select participants from the Ministry of Justice.

The participants comprised employees at different levels within the Justice Ministry. This covers both operational and strategic aspects of the MOJ's services to the rural community. Two sets of criteria were used to select the rural community (Nam-Hana) and participants within the community, respectively. The criteria ensure appropriateness, which adds to the credibility and trustworthiness of the study. A total of 18 (MOJ x 11 and rural community x 7) people participated in the study. The point of data saturation was reached.

The study was conducted in Namibia at two very distinct locations. MOJ offices are in Windhoek, the capital city of the country, whilst the second location is about 700 kilometres out of Windhoek, which is hereby referred to as the Nam-Hana rural community. Nam-Hana is a pseudonym assigned to the community to uphold confidentiality as per the ethical considerations. MOJ is in an urban area while Nam-Hana is in a rural area. This study used a single case study design bounded by one central issue (Creswell, 2007). Although MOJ and Nam-Hana are not bound by physical location, they were treated as one overall case. Primarily, this is because it enables an in-depth study within context (Yin, 2018). The central issue was the factors influencing justice system service delivery.

Semi-structured interviews were conducted. Informed consent was provided to each participant before the interview. The interviews were recorded, transcribed and cleaned before the analysis of the data. The transcripts were anonymised and coded with pseudonyms. In MOJ, the pseudonyms ranged from MOJ01 to MOJ11. As for Nam-Hana, they ranged from RC001 to RC007. For analysis purposes, citing the data followed a format built around the participant's pseudonym, for both MOJ and Nam-Hana. For example, 'MOJ05, 3:26-29' refers to MOJ participant number 5, page 3 of the participant's interview transcript, texts (statements) covering lines 26 to 29 of page 3. The same format was applied in accessing data gathered from Nam-Hana: 'RC002, 1:12-15' refers to Nam-Hana participant 2, page 1 of the transcript, statement covering lines 12 to 15.

Factors Influencing Mobile Technology for Service Delivery

The aim was to identify the factors that influence the use of mobile technology by the MOJ in their service delivery to the rural community in Namibia. This includes the relationships between the factors, which indicate how the factors exert their influence on the integration process. To achieve the aim, three objectives and three corresponding research questions were formulated.

RQ 1: What factors support and enable the justice system's services in the Nam-Hana community?

The question was answered by following several steps, starting with formulating an interview guide comprising qualitative questions. The qualitative questions were derived from the RQs, and further questions were probed according to participants' responses. This helps to examine and gain a better understanding of the factors supporting and enabling the justice system's services in Nam-Hana, a rural community.

To the MOJ, some of the interview questions included: How was the organisation (MOJ) providing services to the community? Why were the services provided in that manner? The responses were probed for further information, such as: what are some of the challenges in providing services to the community in that manner? To the Nam-Hana community, the questions included: What are some of the services that are received from the MOJ? How are the services received? In analysing the data, which was guided using ANT as a lens, the trend of processes and how events and actions of individuals manifested were followed. This was done heuristically.

The data analysis was done using thematic analysis and guided by ANT. The two cases, MOJ and Nam-Hana rural community, were analysed separately. The data analysis revealed an understanding of how the Nam-Hana rural community members currently access the justice system's services and how the MOJ is currently supporting and enabling these services. This includes challenges such as a lack of awareness and distancing (time and space), which was often caused by a lack of collaboration between the MOJ and Nam-Hana community. These findings stemmed from the perspectives of the service providers (MOJ) and the service receivers (Nam-Hana). As a result, the findings were mapped against each other to identify similarities and avoid duplication. After the mapping, one set of findings was finalised and was then interpreted, subjectively guided by ANT.

The interpretation of findings was necessary to highlight some of the shortcomings in the current ways in which the justice system's services are supported and enabled, particularly in the Nam-Hana rural community. Similarly, it was used to highlight how new interventions, such as training, can improve the provision of and access to these services for all in Namibia fairly and equitably. These interpretations also identify and suggest the necessary collaboration and relationships between heterogeneous actors to aid the reconfiguration of the already existing service networks' stability and service durability.

RQ 2: What are some of the challenges associated with accessing the justice system's services by the Nam-Hana community?

The same process followed to answer the first question was used to achieve RQ 2. However, the understanding that was gained was different. The understanding gained was from the different challenges the MOJ faced when providing services to the Nam-Hana, and the challenges encountered by the community in trying to access the services. Based on RQ 2, the interview questions to the MOJ included: What were some of the challenges that were observed when providing the justice system's services to the Nam-Hana community? Why do you think those challenges existed? How can those challenges be addressed? Whilst for the Nam-Hana community, the interview questions included: What were some of the challenges faced in accessing the justice system's services? Why do you think those challenges existed? How do these challenges impact you when trying to access the justice system's services or resolve legal

issues? The responses were probed further to gain a deeper understanding: How do you think the challenges can be addressed? Why do you think the challenges can be addressed in that way? The responses were enormous and helped to enrich the data from both the MOJ and the Nam-Hana community's perspectives.

Many challenges that the Nam-Hana rural community members faced in trying to access the justice system's services, such as a lack of collaboration and awareness, were revealed through the data analysis guided by ANT. It is understood that the rural community actors faced challenges such as a relationship or partnership, a lack of awareness, geographical configuration, and limited technology infrastructure. A participant from Nam-Hana stated that *"You will find that people travel long distances to these offices and may require transport"* (RC003, 2:48-49). The participant further stated that *"Most of the community members need information because without information, it is hard to know what to do and where to go"* (RC003, 1:26-27). Additionally, a participant from MOJ stated that *"Many of our clients do not have cell phones or any way to reach out, so they do not know about our services unless the court tells them"* (MOJ04, 1:24-25).

These participants highlighted the many challenges faced by those interacting with the justice system services, particularly from rural communities. Consequently, many community members lose interest in accessing information, which leads to denied or delayed services that are readily available and essentially needed. This understanding helped with the interpretation of the findings. The interpretation of these findings is suggestive of training shaped by translations that need to happen for the purpose of mitigating these challenges and finding an alternative service delivery mechanism by perhaps looking to technology.

Awareness and training, including collaboration, reveal a significant influence on the integration of a mobile technology-enabled platform with the justice system's services. The intention is to empower rural community members in Namibia. This empowerment shifts rural community members from passive recipients of these services to active participants and collaborators within the service network, thereby helping the MOJ not only obtain first-hand information on service access preferences but also on what to consider when providing satisfactory service delivery for the rural community.

RQ 3: How can a technology-enabled platform be integrated with the justice system and its services for the Nam-Hana community's purposes?

This question was posed to gain insight into how a mobile technology-enabled platform can be integrated with the justice system and its services. This was aimed at finding a solution that could help to improve access to MOJ services using technology. Thus, part of the interview questions, which were subsequently probed, included: Do you think a mobile technology platform could help in accessing the justice system's services? In your view, what would be some of the benefits of using mobile technology to access these services? The data analysis revealed a set of findings that significantly influence the justice system's services, such as Immutable mobiles and facilitation of processes and events using technology. These findings were interpreted by following the interpretivist approach, guided by ANT.

The use of ANT enables identifying the actors involved in service delivery by the MOJ and the community members accessing the service. ANT was instrumental, primarily, in three ways: non-superiority of actors, 'follow the actors', and translations. Firstly, because ANT does not differentiate between human and non-human actors and treats both equally (Callon, 1986), it takes away the difficulty of categorisation, making identification easier. Secondly, the theory's mantra 'follow the actors' (Mlambo & Iyamu, 2025) enabled the tracing and tracking of the actors and their activities in providing and accessing services. Thirdly, ANT's concept of translation helped us to understand the interaction between actors in providing and receiving services. This includes understanding the roles and comprises the heterogeneity of actors. For uniform service provision, network stability and service durability, current actor-networks need to be reconfigured

to allow for the enrolment of other actors, such as technology. However, there are factors to consider, such as digital literacy, education level, and community setup, when reconfiguring the actor-networks and improving service provision.

The most prevalent factor from the data analysis was a lack of awareness on both sides of the service provider and receiver. A participant from Nam-hana explains that *“Many of us face numerous issues in our homes and communities, but we don’t know how to address them due to a lack of information”* (RC006, 2:57-59). While a participant from MOJ explains that *“Another challenge is the lack of access to information. People in rural areas often do not know how to access the courts or are not aware of the services available to them”* (MOJ01, 2:65-67). Furthermore, participant 7 from MOJ claims that *“Awareness, once again, is a major issue here”* (MOJ08, 4:117). Participant 2 from MOJ suggests that *“People need training”* (MOJ02, 5:195).

This lack of awareness, training, and immutability for the Nam-Hana rural community meant that the community members were not aware of the services that MOJ provides, where the offices are, and how to go about accessing the services. This indicates that there were no adequate information dissemination efforts, and the information disseminated did not reach those in rural communities. Conversely, some MOJ employees have no complete knowledge of the challenges faced by the rural community members when accessing their services. This hindered their performance, and they require training, which in turn would help increase their knowledge. That knowledge would aid their performance, which would then improve service provision.

Findings and Discussion

Considering the gaps that emerged through the rigorous processes of data analysis and interpretation of findings, a few recommendations are proposed below. Although the study’s aim and objectives have been achieved, the recommendations are suggested to inform practice and policy within the justice system service ecosystem and to contribute to the wider body of knowledge. Primarily, the recommendations are a need for distancing by collaboration, awareness by training, and immutable mobile by technology.

Distanciation by collaboration

A disconnect between service providers’ intentions of a service and the lived reality of the service receivers could be attributed to distanciation. Paniagua (2025) refers to time and space as distanciation. In the context of a mobile technology-enabled platform to enable access to the justice system’s services for rural communities, distanciation manifests itself when these platforms are designed and developed without considering the rural setup, cultural, and infrastructural positions. The consequence of this misalignment is wasted resources, inefficiencies, and limited adoption of and access to platforms. Distanciation can obstruct the community members from using technological platforms due to a lack of trust and difficulty accessing services, leading to frustrations.

To address distanciation, better strategies that are context-specific, involving the users in designing and developing these platforms, need to be considered and implemented. These strategies, such as collaboration, can ensure that the developed platforms are inclusive, accessible and support community engagement, thus enhancing platform effectiveness and efficiency and improving access to service. Stout and Keast (2021) posit that collaboration is when two or more actors work together to achieve a common goal. Stout and Keast (2021) argue further that collaboration is not transactional, but rather relational, whereby actors are motivated to work cooperatively with coordinated activities. As a result, synergy emerges, and innovations occur among the collaborators through their relationships. Weaknesses or a lack of collaboration can result in a lack of trust and ownership of technological platforms. Enhancing collaboration will promote shared

responsibility between the justice system's service providers (MOJ) and receivers (Nam-Hana). Also, when the service receiver is an active participant in the design and development of the platforms, it enhances trust and ownership of the platform, improving access to the services.

Awareness by Training

Training is an essential aspect for sustainable service delivery. When one acquires and develops knowledge and skills to perform specific tasks, it is referred to as training (Fitzgerald, 1992; McCrie & Lee, 2022). Similarly, Wang et al. (2021) claim that knowledge can be acquired through training. For service providers, it is best to give training to their employees to be able to serve the communities accordingly. Conversely, it is also important to give the community members necessary training on how to access and interact with the services. Poor training or a lack thereof limits the organisation from providing effective and efficient services that are satisfactory for the communities. For the service provider, insufficient awareness manifests itself in many forms, such as poor access to services and or misunderstanding of services or the process of accessing and interacting with the services. While for the service receiver, insufficient awareness and misinformation cause difficulty in accessing services.

The insufficient awareness can be attributed to inadequate training of the service providers (MOJ employees) and the service receivers (Nam-Hana rural community). Proper training strategies need to be adopted to enhance awareness for both the service providers and receivers. The strategies could address this awareness gap if they are sustainable, context-based, and tailor-made as per the trainees' needs. The mode of training delivery should also consider the environment and other important factors, such as literacy levels and language. Thus, awareness improves service effectiveness, efficiency and sustainability, making access to services easier and equitable.

Immutable Mobiles by Technology

Immutable mobiles were described by Latour (1987) as artefacts such as documents, forms, and reports that maintain their originality while being transferred over different contexts. For uniformity of service delivery in different contexts and locations, immutable mobiles are necessary. However, the lack of technology or technological infrastructure hinders this uniformity. The immutable mobiles might be in existence, but due to a lack of technological platforms to transfer them, there is a delay in service delivery and access due to distancing. With the implementation of mobile technology-enabled platforms that are consistent, stable and scalable, services in rural areas would be strengthened in areas such as accessibility, reliability, and sustainability, thereby improving service delivery.

Limitations and Area of Further Studies

Despite the comprehensive depth of the study, there are a few limitations. On the one hand, limitations are referred to as weaknesses or constraints that the researchers have no control over but must be acknowledged to avoid misinterpretations of findings by the readership (Theofanidis & Fountouki, 2018). On the other hand, acknowledging the limitations enhances research credibility and process transparency (Clarke et al., 2024; Lim, 2025). According to Ross and Bibler Zaidi (2019), presenting limitations is ethical and supports the validity of the study's findings. In this study, four limitations were identified and are presented below:

- i. Coverage: only one community was covered in Namibia. Although the rationale is convincingly explained, it does not mean that the inclusion of more communities would not have added value to the study.

- ii. Limited generalisability: The findings of the study may not be generalisable beyond the specific context of Namibia. However, it does not mean that all parts of the African continent that experience similar challenges may not apply the findings.
- iii. From the service receiver's perspective, the study only focused on collecting data from participants accessing the justice system's services from a rural setting; an urban setting was not considered.
- iv. From the service providers' perspective, the study only focused on collecting data from MOJ employees; no other justice-related organisation was considered.

Applying the quantitative method - the study may apply the quantitative method to include more communities and gather quantitative data. This is to ascertain whether a different conclusion will be reached, which can contribute more to literature.

Conclusion

The objective of this study was to gain a better understanding of the factors that influence the MOJ services to the Nam-Hana rural community of Namibia. This was because access to MOJ services was limited, particularly in rural areas, at the time of this study. Thus, the phenomenon was studied towards providing a solution that ensures inclusivity by using technology to make it easier for people in rural communities to access the justice system's services. The study significantly contributes to advancing the justice system's services in Namibia. The study contributes to the body of knowledge by filling gaps in the literature in areas such as IT and community development.

The study contributes to the MOJ, community development, and IS/IT fields. The contribution comes from applying the study's outcome (understanding the influencing factors) to improve access to MOJ services to the Nam-Hana community, which can be used to guide the development of policy, service level agreement, and IT governance. This is important for policymakers and other stakeholders, such as rural community members and IT specialists, primarily because the study provides information about the feasibility of integrating a mobile platform into the justice system's services. Furthermore, the findings highlight the benefits and the potential implications that integration brings to the fore. Policy makers can leverage the findings of the study as a vital resource to create comprehensive policies that can guide the implementation of strategies to ensure that access to the justice system's services is fair and equitable.

Another contribution is the use of ANT as a lens. Through its translation concepts, it helps to gain insights into shifting environmental changes, actors' needs and capabilities. This insight would be difficult without ANT. Thus, from a community development perspective, the study advances the use of ANT for analysis purposes. Additionally, the influencing factors expose needs, challenges and abilities of the rural communities, ensuring that the technological interventions genuinely serve the community members. This can be achieved by focusing on reconfiguring networks' top-down technological implementations to more inclusive and participatory developments that encourage ownership and collaboration.

References

- Abdon, E., William, F. & Tandika, P. 2023. Assessment of the community's technological literacy in the use of mobile phones for rural development. *International Journal of Lifelong Education*, 42(3), 270–282. <https://doi.org/10.1080/02601370.2023.2196096>

- Amupanda, J.S. (2021). The Fight against Corruption in Namibia. In Nhemachena, A., Chitimira, H.T., & Warikandwa, T.V. (eds.). *Global Jurisprudential Apartheid in the Twenty-First Century: Universalism and Particularism in International Law*. Maryland: Lexington Books, 307-322. ISBN: 9781793643360
- Callon, M. (1986). The sociology of an actor-network: The case of the electric vehicle. In *Mapping the dynamics of science and technology: Sociology of science in the real world*, 19-34. London: Palgrave Macmillan UK.
- Clarke, B., Alley, L.J., Ghai, S., Flake, J.K., Rohrer, J.M., Simmons, J.P., Schiavone, S.R. & Vazire, S. (2024). Looking our limitations in the eye: A call for more thorough and honest reporting of study limitations. *Social and Personality Psychology Compass*, 18(7), e12979. <https://doi.org/10.1111/spc3.12979>
- Crawford, T. (2020). Actor-Network Theory. *Oxford Research Encyclopedia of Literature Online*. Retrieved on 05/23/2023 from <https://oxfordre.com/literature/view/10.1093/acrefore/9780190201098.001.0001/acrefore-9780190201098-c-965>.
- Dawadi, S., Shrestha, S. & Giri, R.A. (2021). Mixed-methods research: A discussion on its types, challenges, and criticisms. *Journal of Practical Studies in Education*. 2(2):25-36. <https://doi.org/10.46809/jpse.v2i2.20>
- Devahoma-Indongo, M. N. (2021). The dispute prevention and resolution systems in Namibia. Unpublished master's thesis, University of Western Cape, Cape Town. Retrieved on 04/05/2024 from <http://hdl.handle.net/11394/8097>.
- Felski, R. (2016). Comparison and translation: a perspective from actor-network theory. *Comparative literature studies*, 53(4), 747-765. <https://doi.org/10.5325/complitstudies.53.4.0747>
- Fitzgerald, W. (1992). Training versus development. *Training & Development*, 46(5), 81-84. <https://link.gale.com/apps/doc/A12543003/AONE?u=anon~ac39349&sid=googleScholar&xid=756b8397>
- Hanseth, O., Aanestad, M. & Berg, M. (2004). Guest editors' introduction: Actor-network theory and information systems. What's so special?. *Information Technology & People*, 17(2), 116-123. <https://doi.org/10.1108/09593840410542466>
- Hatutale, G.K. (2020). *The poverty reduction role of rural development centres: a case study of Gibeon constituency, Namibia*. Unpublished doctoral dissertation, University of the Free State. Bloemfontein. <http://hdl.handle.net/11660/10909>. Retrieved on 3 April 2025.
- Iyamu, T. (2021). *Applying Theories for Information Systems Research*. Routledge. New York: USA.
- Latour, B. (1986). The Powers of Association. Power, Action and Belief. A new sociology of knowledge? *Sociological Review monograph*. Law, J. (Ed). Routledge & Kegan Paul, London: 32, 264-280. Retrieved on 04/25/2025 from <https://www.bruno-latour.fr/node/295>
- Latour, B. (1987). *Science in Action: How to Follow Scientists and Engineers through Society*. Cambridge, MA: Harvard University Press.
- Law, J. & Callon, M. (1988). Engineering and sociology in a military aircraft project: A network analysis of technological change. *Social problems*, 35(3), 284-297. <https://doi.org/10.2307/800623>
- Lim, W.M. (2025). What is qualitative research? An overview and guidelines. *Australasian Marketing Journal*, 33(2), 199-229. <https://doi.org/10.1177/14413582241264619>

- Lima, V. & Gomez, M. (2021). Access to justice: Promoting the legal system as a human right. In Leal Filho, W., Marisa Azul, A., Brandli, L., Lange Salvia, A., Özuyar, P.G., Wall, T. (eds.). *Peace, Justice and Strong Institutions. Encyclopedia of the UN Sustainable Development Goals*. Cham: Springer International Publishing. 1-11. https://doi.org/10.1007/978-3-319-95960-3_1
- Matebese, H. (2025). Mobile Legal Justice: Buckle Up for a Rocky and Smooth Justice System. *Journal of Legal Studies "Vasile Goldiş"*, 36(50), 46-73. <https://doi.org/10.2478/jles-2025-0014>
- McCrie, R. & Lee, S. (2021). *Security operations management*. Butterworth-Heinemann.
- Mendonca, H. & Iyamu, T. (2024). Improving the justice system services in Namibian rural communities through mobile technology. *Issues in Information Systems*, 25(4), 16-28. https://doi.org/10.48009/4_iis_2024_102
- Ministry of Justice. (2024). *Ministry of Justice and Labour Relations: Familiarize yourself with our Ministry*. Retrieved on 08/15/2024 from <https://www.moj.gov.na/about-moj>.
- Mlambo, N. & Iyamu, T. (2025). The use of detective analytics for mitigating financial crimes: A South African perspective. *South African Computer Journal*, 37(1), 45-62. Retrieved on 02/16/2026 from https://hdl.handle.net/10520/ejc-comp_v37_n1_a4
- Mukungu, K. & Kamwanyah, N.J. (2020). Gender-based violence: victims, activism and Namibia's dual justice systems. *Victimology: Research, Policy and Activism*, 81-114. https://doi.org/10.1007/978-3-030-42288-2_4
- Mushelenga, P. (2021). Investigator-prosecutor collaboration: A framework for improving Namibia's criminal justice process. Unpublished master's thesis, University of Western Cape, Cape Town. Retrieved on 04/10/2024 from <https://etd.uwc.ac.za/handle/11394/8944>.
- Mwalula, M. (2022). Effectiveness of the traditional court system in conflict resolution in chief Chitimukulu chiefdom and Munkonge chiefdom of Zambia's northern province. Unpublished master's thesis, The University of Zambia, Lusaka. Retrieved on 04/05/2024 from <http://dspace.unza.zm/handle/123456789/7544>.
- Namibia. (1990). Constitution of the Republic of Namibia. Government Gazzete, GG2.
- Nangolo, F.J. (2020). Contribution of the joint operations on crime prevention in Namibia—a case of Wanaheda police station area of jurisdiction in Khomas region. Unpublished master's thesis, University of Rwanda, Kigali). Retrieved on 04/15/2024 from <http://hdl.handle.net/123456789/1083>.
- Ndeunyema, N. (2020). The Namibian Constitution, International Law, and the Courts: a Critique. *Global Journal of Comparative Law*, 9(2), 271-296. <https://doi.org/10.1163/2211906X-00902005>
- Paleker, M. (2022). The Supreme Court of Namibia by Petrus T Damaseb. *South African Law Journals*, 139(3), 717-723. Retrieved on 04/20/2025 from https://hdl.handle.net/10520/ejc-jlc_salj_v139_n3_a9
- Paniagua, A. (2025). Rural distanciation: a new geographical approach to remote rural spaces. *Scottish Geographical Journal*, 141(1-2), 181-195. <https://doi.org/10.1080/14702541.2024.2419453>
- Rodiyah, R., Idris, S.H. & Smith, R.B. (2023). Mainstreaming Justice in the Establishment of Laws and Regulations Process: Comparing Case in Indonesia, Malaysia, and Australia. *Journal of Indonesian Legal Studies*, 8(1), 333-378. <https://doi.org/10.15294/jils.v7i2.60096>
- Ross, P.T. & Bibler Zaidi, N.L. (2019). Limited by our limitations. *Perspectives on medical education*, 8(4), 261-264. <https://doi.org/10.1007/s40037-019-00530-x>

- Ruppel, O.C. & Ruppel-Schlichting, K. (2022). Namibia and its legal setup. In *Environmental Law and Policy in Namibia*. Germany: Nomos Verlagsgesellschaft mbH & Co. KG, 39-48. Retrieved on 04/10/2024 from <https://www.nomos-elibrary.de/10.5771/9783748933564-39.pdf>.
- Schulz, S. & Bruyns, H. (2021). Rethinking pre-trial detention in Namibia. *Just Africa*, 6(2), 22-33. Retrieved on 05/05/2024 from https://hdl.handle.net/10520/ejc-ajcj_v6_n2_a5
- Stout, M. & Keast, R. (2021). Collaboration: What does it really mean? In *Handbook of collaborative public management*, 17-35. Edward Elgar Publishing.
- Tatnall, A. (2003). Actor-network theory as a socio-technical approach to information systems research. In *Socio-technical and human cognition elements of information systems*, 266-283. IGI Global.
- Tatnall, A. (2005). Actor-network theory in information systems research. In *Encyclopedia of Information Science and Technology*, First Edition, 42-46. IGI Global.
- Theofanidis, D. & Fountouki, A. (2018). Limitations and delimitations in the research process. *Perioperative Nursing-Quarterly scientific, online official Journal of GORNA*, 7(3), 155-163. <https://doi.org/10.5281/zenodo.2552022>
- Venter, F. (2020). Independence and accountability of the South African judiciary. In Hirsch Ballin, E., van der Schyff, G., Stremler, M. (eds.). *European Yearbook of Constitutional Law I*. T.M.C. Asser Press, The Hague. 171-196. Retrieved on 04/05/2024 from https://doi.org/10.1007/978-94-6265-359-7_8.
- Wang, Z., Jiang, Z. & Blackman, A. (2021). Linking emotional intelligence to safety performance: The roles of situational awareness and safety training. *Journal of Safety Research*, 78, 210-220. <https://doi.org/10.1016/j.jsr.2021.06.005>
- Welch, D.A. (2022). Understanding justice. *International Negotiation*, 28(3), 356-373. <https://doi.org/10.1163/15718069-bja10074>
- Yin, R. K. (2018). *Case study research and applications: design and methods* (6th ed.). Thousand Oaks, CA: Sage Publications.
- Zongwe, D.P. (2021). Nobody can really afford legal services: The price of Justice in Namibia. *Potchefstroom Electronic Law Journal*, 24(1), 1-42. <https://doi.org/10.17159/1727-3781/2021/v24i0a6420>
- Zongwe, P. (2022). *Principles of Namibian Criminal Law*. Langaa Research & Publishing Common Initiative Group., Cameroon. African Books Collective.