

EXAMINING THE SERVICE DELIVERY OF THE BUREAU OF JAIL MANAGEMENT AND PENOLOGY PERSONNEL: THE DETAINEES' LEVEL OF SATISFACTION

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Abstract

The Bureau of Jail Management and Penology (BJMP) oversees and maintains all city and municipal jails, including their construction and upkeep in every district, city, and municipality for a secure, hygienic, adequately furnished, and safe jail for the custody and safekeeping of city and municipal prisoners, any fugitives from justice, or any person detained pending investigation, trial, and/or transfer to the national penitentiary, including violent offenders. This study is designed to examining the service delivery of the Bureau of Jail Management and Penology personnel with the detainees' level of satisfaction. The descriptive design was employed in this investigation utilizing sixty-nine inmates as respondents. The data gathered were tabulated treated using frequency, percentage, mean and Pearson r. This study showed that the detention center provides its facilities and services, and in particular, the various services, very satisfactorily. Thus, this study recommended that the management should device a scheme on a greater provision of the basic needs of the inmates through the inclusion of a bigger allocation of the same.

Keywords: service delivery, satisfaction, visitation, educational services, basic services, recreational services, livelihood services

INTRODUCTION

The Department of the Interior and Local Government (DILG) code, also known as Republic Act 6975, established one of its agencies, the Bureau of Jail Management and Penology (BJMP). The Office of Jail Management and Penology of the now-defunct Philippine Constabulary/Integrated National Police was replaced by it when it was established.

All district, city, and municipal jails are under the direction and authority of the DILG. As a result, it must ensure the creation of safe, sanitary, well-equipped, and secure facilities as well as the delivery of high-quality services for the custody, development, and safekeeping of district, city, and municipal inmates as well as any fugitives from justice, people who are being held while they are being investigated or tried, or who are being transferred to the National Penitentiary, and people who are mentally ill and endanger themselves or other people as determined by appropriate medical or health professionals. In order to prevent escape, Lerman (2011) noted that prisons are typically encircled by fences, walls, earthworks, geographical features, or other barriers. Depending on the level of security, there may also be many barriers, concertina wire, electrified fencing, secure and defended main gates, armed guard towers, security lighting, motion sensors, dogs, and roving patrols. To monitor and regulate prisoner movement and activities, a jail may also have remote-controlled doors, CCTV surveillance, alarms, cages, restraints, nonlethal weapons, lethal weapons, riot-control equipment, and

physical segregation of units and inmates. American author Murray (2011), who focuses on the underclass, is an advocate of using this strategy rigorously. According to him, prison is effective when used properly. He means to be sufficiently brutal when he says this. For instance, if all shoplifters found guilty received a year in prison, this would serve as a deterrent. Theft from stores would become incredibly rare. Only when there are insufficiently high chances of being detected and sentenced to prison or when the punishment is too light can deterrence be effective. Can incarceration stop someone from committing a crime? Obviously, it can. The scientific phrase is in capacitance.

The Prison Service's close supervision center system, which is used to control disruptive inmates, was designed to accept inmates who had previously been subjected to a continuous evaluation program. The centers' original purpose was to function as a component of a national management strategy that tries to ensure the restoration of problematic or disruptive inmates to a consistent and acceptable institutional behavioral pattern. The system's primary goals are to: (1) improve the most seriously disruptive inmates from general-audience dispersal or training prisons; dangerous or disruptive people in small, closely supervised settings with the safety of the staff and the prisoners; (3) to give people a chance to address their antisocial, disruptive behavior in a controlled setting; (4) to calm behavior and get ready to return to society with the least amount of disruption; and (5) to help keep people in check over the long term who continue to pose a serious threat to the safety of the staff and the prisoners.

The researchers in this report contend that, when it comes to the management of these specific prisoners, the central underlying principle of prisoner progression through a variety of incentives and earned privileges used by close supervision centers is seriously flawed and that their management should be based on a different set of operational principles and procedures. (1) A thorough evaluation process that incorporates significant and integrated clinical input from forensic psychiatric services and others in order to identify personality disorders and mental illnesses and to assess risk; (2) the long-term containment of a small number of high risk prisoners for whom it would be unsafe to return to their regular location, even when they have spent many years in the system and have advanced to the top level. (3) The establishment of differential regimes with safe and humane conditions, with the minimum threshold should be standards and conditions that at least equate to those found in dispersal segregation units.

According to Home Office (2010), the fundamental issue with prison overcrowding is how it can have a generally restricting impact on the culture of the institution. It will restrict inmate access to employment, instruction, visitation, and social interaction. In the worst situations, this may entail being confined to a cell for 23 hours each day. According to the statements of those with responsibility for them, the circumstances in some prisons have occasionally reached crisis levels. Men were evaluated in prisons by Friendship et al. (2009) where they discovered a 14 percent reduction in recidivism among medium-low-risk offenders and an 11 percent reduction among medium-high-risk offenders when compared to matched control groups when using two-year reconviction rates as the measure of program performance. The study "provides solid evidence on the effectiveness of cognitive behavioral treatment for offenders," the authors wrote in their conclusion. The researchers could now want to backtrack on their assertion.

There were no changes between the experimental and control groups, according to a later study conducted by members of the same team using a similar methodology to examine the two programs. There is one more thing to say regarding the risk principle. To clarify, it says that programs may actually increase recidivism among low-risk offenders and that offenders who face the greatest risk of reoffending should receive the most rigorous programming. The risk principle seems to be broken in this situation. To further complicate matters, a study conducted by Canadian researchers discovered that the cognitive skills program they examined had no effect on subjects deemed high risk, but had a significant effect on lower-risk participants. The author of the report explained away the unexpected finding by claiming that all the subjects were actually "high risk" regardless of what the classification procedure determined!

According to Duguid (2010), the CSC first adopted cognitive behavioral concepts through educational initiatives. But because the emphasis on cognitive skills was more popular, this concentration was quickly dropped. Ross came to the conclusion that numerous programs had a significant impact on criminals' rehabilitation. Such programs featured a part that sought to influence offenders' thinking. This in turn supported his hypothesis that cognitive dysfunction was linked to criminal behavior. Ross's work inspired the creation of his own program, Reasoning and Rehabilitation, and encouraged the belief that offenders could be rehabilitated (R&R). R&R, which was created as a "cognitive skills training program," was first used by the Ontario probation service before being accepted by the CSC and used in a number of prisons.

In order for correctional programming to be successful, Bonta (2011) established four critical concepts. These include: (1) Risk: Program intensity should be linked to the risk of reoffending. While programs offered to those least at risk may actually increase recidivism, those at higher risk need more intensive programs. Therefore, it is crucial to conduct accurate risk assessments; (2) Need: programs should concentrate on traits that are statistically linked to recidivism and are both generally stable and malleable. These dynamic risk variables or criminogenic demands are indicators of future criminal behavior. These include pro-criminal attitudes, interpersonal problem-solving, impulsivity, rigid thinking, a propensity to place blame on others, and an external locus of control. The most are connected to deficit or erroneous thinking. Substance abuse and connections to crime are among others. Gender, age, criminal history, and early family circumstances like little or no parental affection, supervision, or discipline are examples of static risk factors—unchangeable traits statistically linked to reoffending. Social class, personal distress variables (including self-esteem, anxiety, and depression), alienation sentiments, psychological discomfort, and group cohesion are all considered non-criminogenic factors. Thus, according to the need principle, only programs that address criminogenic demands or dynamic risks should be made available to offenders; (3) Responsivity: The delivery method should be compatible with the preferred learning methods of offenders. It is asserted that cognitive behavioral programs with a delivery method centered on skills are most effective for offenders; (4) Integrity: Treatment should be provided in a systematic manner, strictly following the program handbook, and in accordance with the aforementioned principles by passionate and committed professionals.

According to Tejaro's (2015) study, several resources are required for the proper implementation of the various government-sponsored initiatives for the rehabilitation of offenders. More employees would be available for them to concentrate on the various programs if correctional officers were trained to implement them. A lot of money would need to be set aside for its appropriate and timely implementation in order for it to continue to be implemented. A better outcome is anticipated with them, and this will aid the offenders in adjusting to the changes in their lives within the jail and in getting ready for their reintegration.

The following related literature and studies bear similarities and dissimilarities with the present study which have given the researcher with the background on the how the prisoners appraised the service delivery of the institution on them.

STATEMENT OF THE PROBLEM

This study is designed to examining the service delivery of the Bureau of Jail Management and Penology personnel with the detainees' level of satisfaction. Specifically, it sought to find answers to the following:

1. What is the demographic profile of the respondents in terms of:
 - 1.1 age
 - 1.2 gender
 - 1.3 civil status
 - 1.4 educational attainment
 - 1.6 occupation before being detained
 - 1.6 crime committed (as charged)
 - 1.7 number of years being detained
2. What is the level of satisfaction on service delivery of the BJMP as perceived by the detainees?
3. Is there a significant difference on level of satisfaction on service delivery of the BJMP as perceived by the detainees when grouped according to their profile variables?

RESEARCH METHODOLOGY

The descriptive design was employed in this investigation. Shields and Rangarjan (2013) claim that it is used to characterize the traits of a population or phenomenon under study. It doesn't explain how, when, or why the qualities developed. Instead, it answers the "what". Typically, some sort of categorization framework, also referred to as descriptive categories, is employed to define the situation or population. This investigation utilized sixty-nine inmates as respondents. The data gathered were tabulated treated using frequency, percentage, mean and Pearson r.

The following statistical tools were used in treating and analyzing the gathered data:

1. For the profile of the respondents, the simple frequency count and percentage were used.

$$P = \frac{f}{N} \times 100$$

2. On the level of satisfaction in the delivery of jail services, the weighted mean was used.

$$(w \bar{x}) = \frac{\sum x w}{\sum w} = \frac{\sum x w}{N}$$

Where: $w \bar{x}$ = the weighted mean

w = the weight of X

$\sum X w$ = the sum of weight of X's

$\sum w$ = the sum of the weight of X

N = $\sum w$

RESULTS AND DISCUSSIONS

1. Profile of Respondents (PDLs)

Table 1.a: Frequency and Percentage Distribution of Respondents as to age

AGE	FREQUENCY	PERCENTAGE
Below 18	1	1.45%
18-27	13	18.84%
28-37	12	17.39%
38-47	20	28.99%
48-57	15	21.74%
58 above	8	11.59%
TOTAL	69	100.00%

Table 1.a shows the frequency and percentage distribution of the respondents' profile as to age. As seen on the table, majority of the respondents with a frequency of 20 or 28.99 percent are 38 – 47 years old while the least numbered, 1 or 1.45 percent is below 18. The result coincides with the latest survey conducted by Statist Research Department which was published February 2023 wherein they have found out that as of March of 2022, in the Philippines there are approximately 23.9 thousand inmates in prison facilities were between the age of 40 to 49 and there are only about 19 inmates who are 18 years old and below.

Table 1.b: Frequency and Percentage Distribution of Respondents as to Sex

SEX	FREQUENCY	PERCENTAGE
Male	69	100.00%
Female	0	0.00%
Total	69	100.00%

Table 1.b shows the frequency and percentage distribution of the respondents' profile as to sex. The table shows that 100 percent of the respondents are male. The result is being backed up by the survey conducted by the Statista Research Department on prison population share Philippines 2022, by gender wherein they have found out that as of June 30, 2022, 89 percent of detainees are male while the remaining 11 percent are female. The result therefore shows that there is really a big gap in terms of the number of male and female detainees.

Table 1.c: Frequency and Percentage Distribution of Respondents as to Civil Status

CIVIL STATUS	FREQUENCY	PERCENTAGE
Single	30	43.48%
Married	36	52.17%
Widow/er	3	4.35%
Total	69	100.00%

Table 1.c shows the frequency and percentage distribution of the respondents' profile as to civil status. As seen on the table there are 36 or 52.17 percent are married followed by those who are single with a frequency of 30 or 43.48 percent while the widow/er got the least frequency of 3 or 4.35 percent.

Table 1.d: Frequency and Percentage Distribution of Respondents as to Highest Educational Attainment

HIGHEST EDUCATIONAL ATTAINMENT	FREQUENCY	PERCENTAGE
Elem. Undergraduate	29	42.03%
Elem. Graduate	2	2.90%
H.S. Undergraduate	18	26.09%
H.S. Graduate	8	11.59%
College Undergraduate	9	13.04%
College Graduate	3	4.35%
Total	69	100.00%

Table 1.d shows the frequency and percentage distribution of the respondents' profile as to highest educational attainment. The result shows that 29 or 42.03 percent of the respondents are elementary undergraduate followed by high school undergraduate with a frequency of 18 or 26.09 percent while elementary graduate got the lowest frequency of 2 or 2.90 percent. According to Statista Research Department on their November 2022 survey they have found out that among all the inmates detained in the maximum security in the National Bilibid Prison in the Philippines, over 4.3 thousand inmate's attained elementary-level education.

Table 1.e: Frequency and Percentage Distribution of Respondents as to Occupation before detention

OCCUPATION BEFORE DETENTION	FREQUENCY	PERCENTAGE
Contractual Status	64	92.75%
Permanent Status	5	7.25%
Total	69	100.00%

Table 1.e shows the frequency and percentage distribution of the respondents' profile as to occupation before detention. The table shows that majority or 64 out of the 69 respondents worked under a contractual/casual status before they were detained and only 5 worked under a permanent status before they were detained. A casual employee is neither a regular employee, seasonal employee nor project employee (Article 295, Labor Code). The result therefore implies that majority of the respondents have been working or hired on as-needed basis and without security of tenure.

Table 1.f: Frequency and Percentage Distribution of Respondents as to Crime committed (as charge)

CRIME COMMITTED (AS CHARGE)	FREQUENCY	PERCENTAGE
Against RPC	47	68.12%
Against special Laws	22	31.88%
Total	69	100.00%

Table 1.f shows the frequency and percentage distribution of the respondents' profile as to crime committed. The Revised Penal Code penalizes crimes against persons such as parricide, murder, and homicide. The Code also penalizes other acts which are regarded criminal in the Philippines such as infanticide, abortion and more (Revised Penal Code). As seen on the table those who are charged against the Revised Penal Code outnumbered those who are charged against special laws with a frequency of 47 and 22 or 68.12 percent and 31.88 percent respectively. The result implies that majority of the respondents have violated provisions in the Revised Penal Code.

Table 1.g: Frequency and Percentage Distribution of Respondents as to Number of years being detained

NUMBER OF YEARS BEING DETAINED	FREQUENCY	PERCENTAGE
1-2 years	38	55.07%
3-4 years	11	15.94%
5-6 years	20	28.99%
Total	69	100.00%

Table 1.g shows the frequency and percentage distribution of the respondents' profile as to number of years being detained. As seen on the table, those who were detained 1-2 years got the highest frequency of 38 or 55.07 percent while those who were detained 3-4 years got the lowest frequency of 11 or 15.94 percent. The result shows that the penalties of the respondents are either prison correccional, suspensión or destierro where the duration of the penalties of prison shall be from six months and 1 day to six years.

2. Level of Satisfaction with Service Delivery

Table 2.1 Mean and Descriptive Value on the Level of Satisfaction on Service Delivery of the BJMP on the Provisions for Basic Needs as Perceived by the Detainees

PROVISIONS FOR BASIC NEEDS	WEIGHTED MEAN	DESCRIPTIVE RATING
Prepares balance diet for regular meals	4.77	Very Satisfied
Issues detainees' uniforms	4.72	Very Satisfied
Assigns bedding inside cells	4.72	Very Satisfied
Cleans cells and its surroundings	4.49	Very Satisfied
Controls the number of detainees staying in one cell	4.41	Very Satisfied
Category Mean	4.62	Very Satisfied

Table 2.1 shows the mean and descriptive value on the level of satisfaction on the service delivery of the BJMP on the provisions for basic needs as perceived by the detainees. As seen on the table, the provisions for basic needs got a descriptive rating of very satisfied or a category mean of 4.62. "Prepares balance diet for regular meals" got the highest weighted mean of 4.77. On the other hand, "Controls the number of detainees staying in one cell" got the lowest mean of 4.41. The result implies that although jail overcrowding is very evident in some existing jails in our country today and that overcrowding situation gives extra burden on the part of the government (Asis, 2022), the BJMP was able to deal with it properly that is why the detainees were very satisfied on the service delivery of the BJMP on the provisions for basic needs.

Table 2.2 Mean and Descriptive Value on the Level of Satisfaction on the Service Delivery of the BJMP on the Provisions for Health Care Services as Perceived by the Detainees

PROVISIONS FOR HEALTH SERVICES	WEIGHTED MEAN	DESCRIPTIVE RATING
Offers various health services inside jail premises	4.70	Very Satisfied
Avails services of resident doctor/nurse all times	4.64	Very Satisfied
Makes sure medicines are readily available	4.71	Very Satisfied
Attends to illnesses immediately	4.36	Very Satisfied
Recommends the services of other hospitals for further treatment	4.33	Very Satisfied
Category Mean	4.55	Very Satisfied

Table 2.2 shows the mean and descriptive value on the level of satisfaction on the service delivery of the BJMP on the provisions for health care services as perceived by the detainees. The table shows that "Makes sure medicines are readily available" got the highest weighted mean of 4.71 while "Recommends the services of other hospitals for further treatment" got the lowest mean of 4.33 but overall, the level of satisfaction on the service delivery of the BJMP on the provisions for health care services as perceived by the detainees got a category mean of 4.55 with a very satisfied descriptive rating. The result implies that that BJMP was able to successfully deliver health care services to the detainees and that they believe that the right to

health is a principle that applies to all prisoners, who are entitled to receive the same quality of medical care that is available in the community (United Nations Office on Drugs and Crime).

Table 2.3 Mean and Descriptive Value on the Level of Satisfaction on Service Delivery of the BJMP on the Provisions for Livelihood Services as Perceived by the Detainees

PROVISIONS FOR LIVELIHOOD SERVICES	WEIGHTED MEAN	DESCRIPTIVE RATING
Conducts skill screening to detainees	4.33	Very Satisfied
Encourages detainees participation on livelihood activities	4.71	Very Satisfied
Encourages profit-sharing	4.58	Very Satisfied
Conducts closed supervision on detainees participation on workshop activities	4.65	Very Satisfied
Trains detainees to become self-reliant upon release	4.57	Very Satisfied
Category Mean	4.57	Very Satisfied

Table 2.3 shows the mean and descriptive value on the level of satisfaction on the service delivery of the BJMP on the provisions for livelihood services as perceived by the detainees. As seen on the table, “Encourages detainees’ participation on livelihood activities” got the highest mean of 4.71 while “Conducts skill screening to detainees” got the lowest mean of 4.33. Estillore and Aoas (2020) in their study made mention that livelihood programs help inmate to develop new skills and to be used for gaining money while inside and outside prison and that inmates become more responsible and productive individuals as they are able to help their families who are outside the jail. With a category mean of 4.57, the result implies that the detainees are very satisfied on the service delivery of the BJMP on the provisions for livelihood services and that the BJMP was able train the inmate’s livelihood skills.

Table 2.4 Mean and Descriptive Value on the Level of Satisfaction on Service Delivery of the BJMP on the Provisions for Educational Services as Perceived by the Detainees

PROVISIONS FOR EDUCATIONAL SERVICES	WEIGHTED MEAN	DESCRIPTIVE RATING
Screens detainees’ highest educational attainment for proper placement	4.78	Very Satisfied
Encourages detainees maximum participation on modular classes and the like	4.38	Very Satisfied
Encourages school group learning activities	4.80	Very Satisfied
Monitors and closely supervising detainees participation for possible promotion to the next higher level of learning	4.78	Very Satisfied
Gives certificate of completion and like to encourage and motivate detainees	4.65	Very Satisfied
Category Mean	4.88	Very Satisfied

Table 2.4 shows the mean and descriptive value on the level of satisfaction on the service delivery of the BJMP on the provisions for educational services as perceived by the detainees. Walklin, (2000) stated that the goal of education inside the prison location is to warrant that inmates are given the suitable and applicable skills to enable them to pursue further training on release in order to live a ‘good and useful life’. As seen on the table, “Encourages school group learning activities” got the highest weighted mean of 4.80 while “Encourages detainees’

maximum participation on modular classes and the like” got the lowest weighted mean of 4.38. As seen on the result, the detainees were very satisfied on the service delivery of the BJMP on the provisions for educational services with a category mean of 4.88 and this also implies that although the provision of education that is both effective and relevant to the needs of students within prison is challenging (Watts, 2010), the BJMP have given priority and successful in providing educational services to the inmates.

Table 2.5 Mean and Descriptive Value on the Level of Satisfaction on Service Delivery of the BJMP on the Provisions for Sports and Recreation Services as Perceived by the Detainees

PROVISIONS FOR SPORTS AND RECREATION SERVICES	WEIGHTED MEAN	DESCRIPTIVE RATING
Provides basic facilities	4.29	Very Satisfied
Encourages detainees’ maximum participation on sports and recreation activities for a healthy body	4.49	Very Satisfied
Encourages detainees to observe a culture of camaraderie and sportsmanship	4.75	Very Satisfied
Monitors and closely supervising detainees’ participation on various sports and recreational activities	4.64	Very Satisfied
Gives recognition on detainees’ good performances / achievements	4.71	Very Satisfied
Category Mean	4.58	Very Satisfied

Table 2.5 shows the mean and descriptive value on the level of satisfaction on the service delivery of the BJMP on the provisions for sports and recreation services as perceived by the detainees. Chun, et. al. (2008) stated that recreational sport for the general population brings about a positive relationship in relation to physical psychological, social and environmental aspect. As seen in the table, “Encourages detainees to observe a culture of camaraderie and sportsmanship” got the highest weighted mean of 4.75 while “Provides basic facilities” got the lowest weighted mean of 4.29. With a category mean of 4.58, the result shows that the detainees were very satisfied on the service delivery of the BJMP on the provisions for sports and recreation services. The result therefore implies that BJMP are aware that detention facilities should make available to inmates a program of sports and recreational activities to maintain or improve their overall well-being (Chun, et. al., 2008).

Table 2.6 Mean and Descriptive Value on the Level of Satisfaction on Service Delivery of the BJMP on the Provisions for Visitation Services as Perceived by the Detainees

PROVISIONS VISITATION SERVICES	WEIGHTED MEAN	DESCRIPTIVE RATING
Programs properly visitation schedule	4.67	Very Satisfied
Posts visitation schedule is in strategic area	4.70	Very Satisfied
Informs verbally detainees on visitation schedule	4.71	Very Satisfied
Implements strictly visitation schedule	4.68	Very Satisfied
Implements strictly visitation rules and regulations	4.68	Very Satisfied
Category Mean	4.69	Very Satisfied

Table 2.6 shows the mean and descriptive value on the level of satisfaction on the service delivery of the BJMP on the provisions for visitation services as perceived by the detainees. When someone is detained, connections with family is of utmost importance. Families could serve as a fundamental source of emotional and financial support. As seen on the table, the detainees were very satisfied on the service delivery of the BJMP on the provisions for visitation services where a category mean of 4.69 have been recorded. The result therefore implies that the BJMP are aware that visitation especially with that of the family are a right and not a privilege that can be taken away as a disciplinary measure.

Table 2.7 Mean and Descriptive Value on the Level of Satisfaction on Service Delivery of the BJMP on the Provisions for Religious Services as Perceived by the Detainees

PROVISIONS RELIGIOUS SERVICES	WEIGHTED MEAN	DESCRIPTIVE RATING
Allows detainees to worship their creator	4.41	Very Satisfied
Gives enough time to join bible studies	4.43	Very Satisfied
Provides a place to observe time of worship	4.62	Very Satisfied
Celebrates regularly the holy mass	4.72	Very Satisfied
Conducts bible studies / sharing that affect detainees' lives	4.74	Very Satisfied
Category Mean	4.59	Very Satisfied

Table 2.7 shows the mean and descriptive value on the level of satisfaction on the service delivery of the BJMP on the provisions for religious services as perceived by the detainees. As seen on the table, "Conducts bible studies / sharing that affect detainees' lives" got the highest weighted mean of 4.74 while "Allows detainees to worship their creator" got the lowest weighted mean of 4.41. With a category mean of 4.59, the result implies that the detainees were very satisfied in service delivery of the BJMP on the provisions for religious services. The result further implies that the detainees in prison have also the right to freedom of religion. Furthermore, BJMP are also fully aware that religions in prison often help individuals with their internal coping with prison life and with external benefits from participation in religious groups (Trinidad, 2020).

Test of Significant Difference on the Level of Satisfaction on the Service Delivery of the BJMP As Perceived by the Detainees When Grouped According to Their Profile Variables

Table 3: Test of significant difference on level of satisfaction on service delivery of the BJMP as perceived by the detainees when grouped according to their profile variables

	age		civil status		Highest Educational		occupation before detention		crime committed		number of years detained	
	T/f-value	p-value	T/f-value	p-value	T/f-value	p-value	T/f-value	p-value	T/f-value	p-value	T/f-value	p-value
<i>Provisions for the basic needs</i>	1.23	0.067	0.812	0.766	1.001	0.112	-2.14	0.0899	0.561	0.425	-1.33	0.071
<i>Health services</i>	0.768	0.561	0.221	0.91	0.112	0.61	.784	.458	2.750	.066	2.108	.077
<i>Livelihood Services</i>	1.365	.258	1.410	.247	.875	.418	2.277	.105	.794	.453	2.277	.105
<i>Education Services</i>	.794	.453	.051	.950	.449	.639	2.038	.133	.301	.741	.139	.710
<i>Sports and recreation services</i>	.030	.971	1.729	.180	.422	.656	.275	.600	1.838	.177	.387	.535
<i>Visitation services</i>	2.495	.085	1.224	.296	.824	.365	.382	.683	.252	.777	.288	.750
<i>Religious services</i>	.382	.683	.288	.750	.033	.856	1.224	.296	.422	.656	1.450	.336

Table 3 shows the test of significant difference on level of satisfaction on service delivery of the BJMP as perceived by the detainees when grouped according to their profile variables. The computed values for all delivery services as to profile is < 0.05 level of significance. At 0.05 level of significance in terms of age, it can be seen that there is no significant difference on level of satisfaction on service delivery of the BJMP as perceived by the detainees, therefore the null hypothesis is accepted. The result therefore implies that person of different ages has different needs (Patlunag, 2020). There is also no significant difference on level of satisfaction on service delivery of the BJMP as perceived by the detainees when grouped according to civil status. The result of the study contradicts the result generated by Patlunag (2020) wherein in his study he found out that inmate respondents’ civil status has a different perception of the bureau’s services. Under crime committed, the result implies that regardless of the crime committed, the respondents have the same perception on the level of satisfaction on service delivery of the BJMP. The personnel ensure that balance is maintained between guaranteeing the rights of the detainees and observing the mandates of the bureau (Lopez, 2021) and that BJMP towards providing services convey without discrimination as to the crime committed by the inmate respondents. In terms of highest educational attainment, occupation before detention, and number of years detained, all the p-value under the provisions for the basic needs, health services, livelihood services, education services, sports and recreation services, visitation services and religious services is greater than the 0.05 level of significance therefore the null hypothesis is accepted. The result implies that regardless of educational attainment, occupation before detention and number of years detained, the jail services are equally implemented

CONCLUSIONS

The Department of the Interior and Local Government expects the Bureau of Jail Management and Penology to provide its customers with high-quality services. To do this, it is necessary to guarantee that the facilities and programs are safe, enjoyable, or even exceptional in order to

give the detainees the comfort and means of reformation in advance of their reintegration into society. This study showed that the detention centre provides its facilities and services, and in particular, the various services, very satisfactorily.

RECOMMENDATIONS

In view of the foregoing findings, it is highly recommended that the following be given consideration by the institution, to wit:

1. The management should devise a scheme on a greater provision of the basic needs of the inmates through the inclusion of a bigger allocation of the same.
2. A bigger or more spacious area may be given priority by the institution especially on a comfortable and convenient area for family bonding by the visiting relatives of the inmates.
3. A development plan should be provided for feedback and suggestions from inmates and visitors must be properly treated and recognized by the management.
4. A more extensive study on the other areas of services and administration of the educational development of the inmates may be provided
5. A similar study to be concluded to include other variables and areas not included in the present study

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