



LEVEL OF SATISFACTION OF THE DETAINEES OF THE BUREAU OF JAIL MANAGEMENT AND PENOLOGY (BJMP)

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Abstract: *The research was conducted to level of satisfaction of the detainees of the Bureau of Jail Management and Penology (BJMP). Specifically, it determined the profile of the respondents , level of satisfaction of the detainees of the Bureau of Jail Management and Penology in the delivery of services as perceived by the detainees and problems encountered by the respondents in the delivery of jail services. The study utilized the descriptive design. Respondents were the detainees. A structured questionnaire was used to gather the data and the data were analyzed using frequency counts and percentages. Results of the study revealed that respondents were dominantly male and matured. On the level of the efficiency of personnel on service delivery as perceived by the detainees, findings showed that the BJMP delivers the services along basic needs, health, livelihood, education, sports and recreations services “fairly efficient”. The detainees were “moderately satisfied” on the service delivery of the BJMP. The common problem identified by the detainees was the lack of basic sports facilities. On the basis of the findings of the study, BJMP jail services were not aptly provided considering the moderate satisfaction of the detainees. Although the delivery of jail services was in conformity with the BJMP manual, there were weaknesses and lapses on the implementation of jail services. In the light of the foregoing findings, the researchers recommended that the agency shall provide more spacious detention facility, BJMP personnel shall strictly implement rules and regulations in the jail, the agency must give appropriate attention to the welfare of prisoners especially their basic needs and needed sports facilities; and dedicated employees of the five pillars of the criminal justice system must be employed in order to help offenders achieve justice. The government must provide job opportunities to all rehabilitated offenders in order to minimize the possibility of committing the same offense after incarceration and BJMP personnel should strengthen areas where they were rated “fairly efficient”.*

Keywords: Republic Act 6975, penology, detainees, satisfaction, incarceration, five pillars, BJMP personnel



INTRODUCTION

Republic Act 6975 known as the Department of Interior and Local Government (DILG) code created one of its departments – the Bureau of Jail Management and Penology (BJMP). It was created replacing its forerunner, the Office of Jail Management and Penology of the defunct Philippine Constabulary / Integrated National Police.

The DILG exercises supervision and control over all district, city and municipal jails. As such, it shall ensure the establishment of secured, clean, adequately equipped and sanitary facilities and provision of quality services for the custody, safekeeping and development of district, city and municipal inmates, any fugitive from justice, or person detained, awaiting or undergoing investigation or trial, and /or transfer to the National Penitentiary, and/or mentally ill person who endangers himself or the safety of others as certified by proper medical or health officer, pending transfer to a mental institution.

At present, our country is confronted with rampant criminality problems of different nature. People of all walks of life are victims of different crimes, and are forced to commit crimes due to poverty is seemed to be the primary cause of these. There are so many factors that may trigger a person to commit crime such as physical appearance/handicap, poverty, influence of peer groups and the like.

Children in some jails are detained in a small (3 meters by 7 meters approx) unventilated concrete cell. There is no window in the cell, and the minors have no access to an electric fan (which many of the adult cells have and which is necessary in the constant oppressive heat). The children's cell is in a block containing over 100 convicted adult prisoners. The same cell is always used to house children regardless of the number in the jail. Reports from adult inmates indicate that the same cell was used for up to 15 children at a time. There are no bedding or basic sanitary items supplied by the jail. There is little effort made to rehabilitate the children who report visits from a social worker on average less than once a month.

It must be cleared out that putting a person in jail does not mean punishing him for the violation he committed but rather to rehabilitate him to become a better person. Prisoners are psychologically sick people and they need treatment since the purpose of confinement is not much for restriction but for reformation and rehabilitation.



STATEMENT OF THE PROBLEM

This study aimed to assess the level of satisfaction of the detainees of the Bureau of Jail Management and Penology (BJMP)

SPECIFICALLY, it sought to answer the following sub-problems:

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
 - 1.5 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?
 - 2.1 provisions for basic needs
 - 2.2 health services
 - 2.3 livelihood services
 - 2.4 educational services
 - 2.5 sports and recreation services
 - 2.6 visitation services
 - 2.7 paralegal Services
 - 2.8 religious services
3. What are the problems encountered by the detainees in the delivery of jail services?
4. What measures are proposed to enhance the efficiency of the delivery of jail services?

METHODOLOGY

This study made use of the descriptive design. According to Shields and Rangarjan (2013), it is used to describe characteristics of a population or phenomenon being studied. It does not answer questions about how/when/why the characteristics occurred. Rather it addresses the "what". The characteristics used to describe the situation or population are usually some kind of categorical scheme also known as descriptive categories.



RESULTS AND DISCUSSIONS

Detainees' Profile with regard to:

1. **Age** - There are 15 or a percentage of 16.7 of the respondents belong to this age bracket which implies that respondents are matured enough to know the after effect of their acts whenever they violate laws whereas the lowest frequency of 1 or a percentage of 1.1 belonged to the age.

Table 1: Profile Distribution of Detainee-Respondents According to Age

Age	Frequency	Percentage
21-25	7	7.8
26-30	13	14.4
31-35	10	11.1
36-40	14	15.6
41-45	15	16.7
46-50	14	15.6
51-55	5	5.6
56-60	7	7.8
61-65	4	4.4
66-70	1	1.1
Total	96	100

As shown in Table 1, 15 or 16.7 percent of the respondents belong to this age bracket 41-45 years old which implies that respondents are matured enough to know the after effect of their acts whenever they violate laws whereas the lowest frequency of 1 or 1.1 percent belonged to the age bracket of 66-70 years old which implies that few of the senior citizens are involved in the commission of crime with a mean age of 36.27.

Gender - male outnumbered the females with a frequency of 95 or a percentage of 99. This implies that males are prone to commit crimes than females for they stay outside the home most of the time and mingle with friends and acquaintances. Females are expected to stay home most of the time.

Table 2: frequency and percentage distribution of detainee-respondents according to gender

Gender	Frequency	Percentage
Male	95	99
Female	1	1
Total	96	100

As reflected in the Table 2, 95 or 99 percent of the respondents are males and 1 or 1 percent is female. This implies that males are prone to commit crimes than females for they stay



outside the home most of the time and mingle with friends and acquaintances.

Civil Status – majority of the detainee-respondents are married with a frequency of 62 or a percentage of 64.58 which implies that married people are more susceptible to commit crimes than females due to various family related problems.

Table 3: Profile Distribution of Detainee-Respondents According to Civil Status

Civil Status	Frequency	Percentage
Single	32	33.3
Married	62	64.58
Widower	2	2.08
Total	96	100

As presented in Table 3, majority of the respondents (62 or 64.58% are married, 32 or 33.3% are single and only 2 are widower. The data implies that married people are more susceptible to commit crimes than females due to various family related problems.

Highest Educational Attainment - a frequency 30 or a percentage 31.35 of the respondents are elementary undergraduate. Findings would show that relatively all the respondents are literate and would know the consequences of their acts.

Table 4: Profile Distribution of Detainee-Respondents According to Highest Educational Attainment

Highest Educational Attainment	Frequency	Percentage
Elementary Undergraduate	30	31.25
Elementary Graduate	17	17.7
High School Undergraduate	16	16.7
High School Graduate	9	9.4
College Undergraduate	15	15.6
College Graduate	7	7.3
With Post Graduate studies	2	2.1
Total	96	100

As shown in Table 4, 30 or 31.35% of the respondents were elementary undergraduate while there are 17 or 17.7 % were elementary graduates. It should be noted however that there are 24 respondents who either have gone to college, graduated in college and some have undergone post graduate studies. Those findings would show that relatively all the respondents are literate and would know the consequences of their acts.

Occupation before Detention - a frequency of 82 or a percentage of 85.4 of the detainee-respondents were employed on a contractual basis which implies that most of the detainee-



respondents have been working without security of tenure and are having no fix income before their detention.

Table 5: Profile Distribution of Detainee-Respondents According to Occupation before Detention

Occupation Before Detention	Frequency	Percentage
Contractual Status	82	85.4
Permanent Status	14	14.6
Total	96	100

As revealed in Table 5, majority of the respondents, 82 Or 85. 4 percent of the respondents are contractual status and 14 or 14.6 percent are permanent status. The data imply that most of the detainee-respondents have been working without security of tenure and are having no fix income before their detention.

Crime Committed (as charged) - a frequency of 71 or a percentage of 7 of the detainee-respondents were charged against the RPC while there are 25 or 26 percent have violated provisions of special laws. The data imply that most of the detainees have violated various provisions of the Revised Penal Code. It implies further that most of the respondents are not familiar of the different provisions of laws.

Table 6: Profile Distribution of Detainee-Respondents According to Crime Committed (as charged)

Crime Committed (as charged)	Frequency	Percentage
Against RPC	71	74.0
Against Special Laws	25	26.0
Total	96	100

It could be gleaned in Table 6, 71 Or 74 percent of the detainees - respondents were charged against the Revised Penal Code (RPC) while 25 or 26 percent have violated provisions of special laws. The data imply that most of the detainees have violated various provisions of the Revised Penal Code which implies further that most of the respondents are not familiar of the different provisions of laws.

Number of Years Being Detained - there are 41 or a percentage of 42.8 respondents are detained in jail for almost 2 years, 31 or a percentage of 33.33 were detained for at least 3 to 4 years. The data imply that respondents are staying in jail and it reflects the slow movement of their cases in court.



**Table 7 Frequency and Percentage Distribution of Detainee-Respondents
According to the Number of Years Being Detained**

Number of years being detained	Frequency	Percentage
1-2 years	41	42.8
3-4 years	31	33.3
5-6 years	24	25.0
Total	96	100

Table 7 presents the frequency and percentage distribution of detainee-respondents according to number of years being detained. There are 41 or a percentage of 42.8 respondents are detained in jail for almost 2 years, 31 or a percentage of 33.33 were detained for at least 3 to 4 years. The data imply that respondents are staying in jail and it reflects the slow movement of their cases in court.

Detainees' Satisfaction in the Delivery of Jail Services Along:

Provision of Basic Needs - highest weighted mean of 3.03 or "moderately satisfied". The data imply that respondents are not quite satisfied on how the bureau assigns detainees occupying beddings inside cells. The overall weighted mean of 2.52 or "moderately satisfied" implies that respondents are quite satisfied with the delivery of jail services along provision of basic needs.

**Table 2A: Mean Distribution on the Level of Satisfaction of Detainees on the Delivery of
Jail Services along Provision of Basic Needs**

Provision of Basic Needs	Weighted Mean	Adjectival Value
1. Prepares balance diet for regular meals	2.71	Moderately Satisfied
2. Issues detainees' uniforms	2.80	Moderately Satisfied
3. Assigns bedding inside cells	1.18	Fairly Satisfied
4. Cleans cells and its surroundings	3.03	Moderately Satisfied
5. Controls the number of detainees staying in one cell	2.91	Moderately Satisfied
Overall Weighted Mean	2.52	Moderately Satisfied

Table 2A presents the mean distribution on the level of satisfaction of detainees on the delivery of jail services along provision of basic needs. As presented in the table, item number 4, "Cleans cells and its surroundings" was rated as the highest with a weighted mean of 3.03 or "moderately satisfied" whereas the lowest rated item is item number 3



“Assigns bedding inside cells” with a weighted mean of 1.18 or “fairly satisfied”. The data imply that respondents are not quite satisfied on how the bureau assigns detainees occupying beddings inside cells. The overall weighted mean of 2.52 or “moderately satisfied” implies that respondents are quite satisfied with the delivery of jail services along provision of basic needs.

Health Services - highest weighted mean of 2.76 or “moderately satisfied” on “Recommends the services of other hospitals for further treatment”. The overall weighted mean of 2.72 or “moderately satisfied” implies that respondents are quite satisfied on the delivery of jail services along health services.

Table 2B: Mean Distribution on the Level of Satisfaction of Detainees on the Delivery of Jail Services along Health Services

Health Services	Weighted Mean	Adjectival Value
1. Offers various health services inside jail premises	2.75	Moderately Satisfied
2. Avails services of resident doctor/nurse a all times	2.64	Moderately Satisfied
3. Makes sure medicines readily available	2.75	Moderately Satisfied
4. Attends to illnesses immediately	2.70	Moderately Satisfied
5. Recommends the services of other hospitals for further treatment	2.76	Moderately Satisfied
Overall Weighted Mean	2.72	Moderately Satisfied

Table 2B presents the mean distribution on the level of satisfaction of detainees on the delivery of jail services along health services. As gleaned from the table, item number 5 “Recommends the services of other hospitals for further treatment “ was rated as the highest with a weighted mean of 2.76 or “moderately satisfied” whereas the lowest rated item is item number 2 “Avails services of resident doctor/nurse a all times“ with a weighted mean of 2.64 or “moderately satisfied”. The overall weighted mean of 2.72 indicates that respondents are “moderately satisfied” on the delivery of jail services along health services.

Livelihood Services - highest weighted mean of 3.08 which implies that respondents are moderately satisfied with the profit sharing scheme of the bureau. The overall weighted mean of 2.72 or “moderately satisfied” implies that respondents are quite satisfied on how bureau trains detainees to become self- reliant upon release from jail.



Table 2C: Mean Distribution on the Level of Satisfaction of the Detainees on the Delivery of Jail Services along Livelihood Services

Livelihood Services	Weighted Mean	Adjectival Value
1. Conducts skill screening to detainees	2.67	Moderately Satisfied
2. Encourages detainees participation on livelihood activities	2.73	Moderately Satisfied
3. Encourages profit-sharing	3.08	Moderately Satisfied
4. Conducts closed supervision on detainees participation on workshop activities	2.72	Moderately Satisfied
5. Trains detainees to become self-reliant upon release	2.61	Moderately Satisfied
Overall Weighted Mean	2.76	Moderately Satisfied

Table 2C presents the mean distribution on the level of satisfaction of detainees on the delivery of jail services along livelihood services. As gleaned from the table, item number 3 “Encourages profit-sharing” was rated as the highest with a weighted mean of 3.08 or “moderately satisfied” which implies that respondents are moderately satisfied with the profit sharing scheme of the bureau whereas the lowest rated item is item number 2 “Encourages detainees participation on livelihood activities” with a weighted mean of 2.61 or “moderately satisfied” which implies that respondents are quite satisfied with how the bureau trains detainees to become self-reliant upon release from jail. The overall weighted mean of 2.72 further show that respondents are “moderately satisfied” on the delivery of jail services along livelihood services.

Education Services - highest weighted mean of 2.78 implies that respondents are moderately satisfied with how the bureau screens detainees for proper placement based on their academic qualifications The overall weighted mean of 2.6 or “moderately satisfied” implies that respondents are quite satisfied on the delivery of jail services along education services.

Table 2D: Mean Distribution on the Level of Satisfaction of Detainees on the Delivery of Jail Services along Education Services

Education Services	Weighted Mean	Adjectival Value
1. Screens detainees’ highest educational attainment for proper placement	2.78	Moderately Satisfied
2. Encourages detainees maximum participation	2.77	Moderately Satisfied



on modular classes and the like		
3. Encourages school group learning activities	2.09	Fairly Satisfied
4. Monitors and closely supervising detainees participation for possible promotion to the next higher level of learning	2.73	Moderately Satisfied
5. Gives certificate of completion and like to encourage and motivate detainees	2.63	Moderately Satisfied
Overall Weighted Mean	2.6	Moderately Satisfied

Table 2D presents the mean distribution on the level of satisfaction of detainees on the delivery of jail services along education services. As shown on the table, item number 1 “Screens detainees’ highest educational attainment for proper placement” was rated as the highest with a weighted mean of 2.78 or “moderately satisfied” which implies that respondents are moderately satisfied with how the bureau screens detainees for proper placement based on their academic qualifications whereas the lowest rated item is item number 3 “Encourages school group learning activities” with a weighted mean of 2.09 or “fairly satisfied” which implies that respondents are fairly satisfied with the encouragement given for group learning inside the jail. The overall weighted mean of 2.6 or “moderately satisfied” implies that respondents are quite satisfied on the delivery of jail services along education services.

Sports and Recreation Services - highest weighted mean of 2.83 implies that respondents are moderately satisfied with how the bureau monitors and supervises participation on various sports activities and with an overall weighted mean of 2.79 or “moderately satisfied” implies that respondents are quite satisfied on the delivery of jail services along sports and recreation services.

Table 2E: Mean Distribution on the Level of Satisfaction of Detainees on the Delivery of Jail Services along Sports and Recreation Services

Sports and Recreation Services	Weighted Mean	Adjectival Value
1. Provides basic facilities	2.76	Moderately Satisfied
2. Encouraging detainees’ maximum participation on sports and recreation activities for a healthy body	2.75	Moderately Satisfied
3. Encourages detainees to observe a culture of camaraderie and sportsmanship	2.78	Moderately Satisfied
4. Monitors and closely supervising detainees’	2.85	Moderately



participation on various sports and recreational activities		Satisfied
5. Gives recognition on detainees' good performances / achievements	2.83	Moderately Satisfied
Overall Weighted Mean	2.79	Moderately Satisfied

Table 2E presents the mean distribution on the level of satisfaction of detainees on the delivery of jail services along sports and recreation services. As shown on the table, item number 4 "Monitors and closely supervising detainees' participation on various sports and recreational activities" was rated as the highest with a weighted mean of 2.83 or "moderately satisfied" which implies that respondents are moderately satisfied with how the bureau monitors and supervises participation on various sports activities whereas the lowest rated item is item number 2 "Encouraging detainees' maximum participation on sports and recreation activities for a healthy body" with a weighted mean of 2.75 or "moderately satisfied" which implies that respondents are moderately satisfied with the encouragement given to maximize participation to have a healthy body. The overall weighted mean of 2.79 or "moderately satisfied" implies that respondents are quite satisfied on the delivery of jail services along sports and recreation services.

Visitation Services - highest weighted mean of 3.23 which implies that respondents are moderately satisfied with the visitation schedule properly programmed and the implementation of visitation rules and regulation. The overall weighted mean of 2.85 or "moderately satisfied" implies that respondents are quite satisfied on the delivery of jail services along visitation services.

Table 2F: Mean Distribution on the Level of Satisfaction of Detainees on the Delivery of Jail Services along Visitation Services

Visitation Services	Weighted Mean	Adjectival Value
1. Programs properly visitation schedule	3.23	Moderately Satisfied
2. Posts visitation schedule is in strategic area	2.76	Moderately Satisfied
3. Informs verbally detainees on visitation schedule	2.78	Moderately Satisfied
4. Implements strictly visitation schedule	2.81	Moderately Satisfied
5. Implements strictly visitation rules and regulations	2.71	Moderately Satisfied
Overall Weighted Mean	2.85	Moderately Satisfied



Table 2E presents the mean distribution on the level of satisfaction of detainees on the delivery of jail services along visitation services. Most of the respondents perceived that “program properly visitation schedule” with a weighted mean of 3.23 or “moderately satisfied”. Similarly, the detainees perceive that the BJM implements strict visitation schedule with a weighted mean of 2.81 or “moderately satisfied”. An overall weighted mean of 2.85 however reflects that detainees are “moderately satisfied” with the jail services along visitation services.

Paralegal Services - highest weighted mean of 3.01 or “moderately satisfied” which implies that respondents are given the option to choose their own counsel The overall weighted mean of 2.85 implies that respondents are moderately satisfied on the delivery of jail services along paralegal services

Table 2G: Mean Distribution on the Level of Satisfaction of Detainees on the Delivery of Jail Services along Paralegal Services

Paralegal Services	Weighted Mean	Adjectival Value
1. Provides free legal assistance	2.97	Moderately Satisfied
2. Gives options to choose detainee’s own legal counsel	3.01	Moderately Satisfied
3. Extends readily available legal assistance when requested	2.96	Moderately Satisfied
4. Gives flexible visitation time to counsel for detainee/client	2.79	Moderately Satisfied
5. Gives privacy to counsel and detainee during meeting/ visit	2.83	Moderately Satisfied
Overall Weighted Mean	2.91	Moderately Satisfied

Table 2F presents the mean distribution on the level of satisfaction of detainees on the delivery of jail services along paralegal services. As shown in the table, item number 2 “Gives options to choose detainee’s own legal counsel” was rated the highest with a weighted mean of 3.01 or “moderately satisfied” which implies that respondents given the option to choose their own counsel whereas the lowest rated item is item number 4 “Gives flexible visitation time to counsel for detainee/client” with a weighted mean of 2.79 or “moderately satisfied” which implies that respondents are given flexible visitation time to meet their counsel. The overall weighted mean of 2.85 implies that respondents are moderately satisfied on the delivery of jail services along paralegal services.



Religious Services - highest weighted mean of 3.50 or “satisfied” which implies that respondents given enough time to join bible studies. The overall weighted mean of 3.40 implies that respondents are moderately satisfied on the delivery of jail services along religious services.

Table 2H: Item Mean Distribution on the Level of Satisfaction of Detainees on the Delivery of Jail Services along Religious Services

Religious Services	Weighted Mean	Adjectival Value
1. Allows detainees to worship their creator	3.27	Moderately Satisfied
2. Gives enough time to join bible studies	3.50	Satisfied
3. Provides a place to observe time of worship	3.39	Satisfied
4. Celebrates regularly the holy mass	3.45	Satisfied
5. Conducts bible studies / sharing that affect detainees’ lives	3.42	Moderately Satisfied
Overall Weighted Mean	3.40	Moderately Satisfied

Table 2G presents the item mean distribution on the level of satisfaction of detainees on the delivery of jail services along religious services. As shown on the table, item number 2 “Gives enough time to join bible studies” was rated as the highest with a weighted mean of 3.50 or “satisfied” which implies that respondents are given enough time to join bible studies whereas the lowest “Allows detainees to worship their creator” with a weighted mean of 3.27 or “moderately satisfied” which implies that respondents are allowed to worship their own creator. The overall weighted mean of 3.40 implies that respondents are moderately satisfied on the delivery of jail services along religious services.

Problems Encountered by the Detainee-Respondents in the Delivery of Jail Services - the problem most encountered by the respondents in terms of the delivery of jails services is on the “Lack of basic sports facilities” with a frequency of 57 or a percentage of 63.33 which imply that they need to be provided with these facilities in order to have some activities during their athletics time to release boredom, to develop a healthy body and develop sportsmanship and camaraderie among themselves.

Table 3a: Problems Encountered by the Detainees in the Delivery of Jail Services

Provisions for Basic Needs	Frequency	Percentage
Lack of balance diet for regular meals	43	47.77
Congestion of bedding inside cells	29	32.22
Lack of proper maintenance of cells and its surroundings	31	34.44



Health Services		
Unavailability of resident doctor/nurse	22	24.44
Scarcity of medicines	36	40
Illnesses are not immediately attended to	25	27.77
Livelihood Services		
Lack of skill screening to detainees	21	23.33
No profit-sharing among the detainees	25	27.77
Lack of close supervision on detainees participation on workshop activities	37	41.11
Educational Services		
No screening for proper placement	22	24.44
No small group learning activities	14	15.55
Lack of proper supervision for possible promotion to the next higher level of learning	10	11.11
Sports and Recreation Services		
Lack of basic sports facilities	57	63.33
Less detainees' participation on sports and recreation activities for a healthy body	34	37.77
No recognition on detainees' good performances / achievements	12	13.33
Visitation Services		
No proper visitation schedule	21	23.33
Lack proper dissemination of visitation schedule	14	15.55
Crowded receiving area due to non-implementation of rules and regulations	7	7.77
Paralegal Services		
No provision of free legal assistance	36	40
No available legal assistance when requested	22	24.44
No privacy to counsel and detainee during meeting/ visit	18	20
Religious Services		
Limited time to join bible studies	24	26.66
Non-provision of a place to observe time of worship	31	34.44
Irregular celebration of the holy mass	39	43.33

Table 3a presents the problems encountered by the detainee-respondents in the delivery of jail services. It is revealed that there are 43 or a percentage of 47.77 felt the "Lack of a balance diet for regular meals" along provision of basic needs, 36 or a percentage of 40 of the respondents have observed the "scarcity of medicines" inside the jail along health services, 37 or a percentage of 41.11 of the respondents have observed the "Lack of close supervision on detainees' participation on workshop activities" along livelihood services. In education services, there are 22 or a percentage of 24.44 of the respondents have observed that "no screening for proper placement" whereas in sports and recreation services, 57 or a



percentage of 63.33 have felt the “lack of basic sports facilities” while in visitation services, there are 21 or a percentage of 23.33 of the respondents have felt that there is “no proper visitation schedule”. In paralegal services, 36 or a percentage of 40 have felt “no provision of free legal assistance” extended to the detainees inside the jail while there are 39 or a percentage of 43.33 have felt the “irregular celebration of holy mass”. The data revealed that the problem most encountered by the respondents in terms of the delivery of jails services is on the “Lack of basic sports facilities” with a frequency of 57 or a percentage of 63.33 which imply that they need to be provided with these facilities in order to have some activities during their athletics time to release boredom, to develop a healthy body and develop sportsmanship and camaraderie among themselves.

Proposed Measures to Enhance the Efficiency of the Delivery of Jail Services – The BJMP program for inmates’ welfare and development includes the provision of basic needs, health care services, spiritual upliftment and religious services, livelihood, educational programs and physical fitness.

The inmates’ assessment on the programs on the delivery of jail services is not quite impressive especially on the lack of recreational facilities to spend their leisure time.

In order to fully improve the living conditions of inmates in accordance with the accepted standards of treatment, the agency shall conduct a program intended for training and continuing education to BMP personnel and address the concerns of inmates. It shall also give incentives in the form of promotion to the next higher rank and awards through giving citations and commendation for exemplary services rendered. Through these, it will boost the morale of personnel to perform their duties and responsibilities to its highest degree. Finally, enough budget and proper disbursement and utilization for the welfare of inmates and personnel.

Table 3b: Interventions to Improve the Delivery of Jail Services as Perceived by Detainees

Provisions for Basic Needs	Frequency	Percentage
Proper allocation of funds for the provision of basic needs	56	62.22
Provision of basic needs especially on foods and conducive place to stay	43	47.77
Health Services		
Provision of a resident medical personnel	35	38.88
Provision of enough medicines	47	52.22
Livelihood Services		



Provision of livelihood program suited for inmates	44	48.88
Creation of cooperative group among inmates	27	30
Educational Services		
Creation of a screening group for proper placement	22	24.44
Skills development shall be implemented	34	37.77
Sports and Recreation Services		
Provision of basic sports facilities	68	75.55
Sports activities must be a part of their routine	55	61.11
Visitation Services		
There must be a proper visitation schedule	43	47.77
There must be observance of inmate's privacy	24	26.66
Paralegal Services		
Provision of free legal assistance	65	72.22
Availability of legal assistance when requested	38	42.22
Religious Services		
Provision of enough time to join religious activities	46	51.11
Provision of a place for the celebration of holy mass	33	36.66

Table 3b presents the interventions to improve the delivery of jail services as perceived by the detainees. Most of the respondents have suggested that "Provision of basic sports facilities" with a frequency of 68 or a percentage of 75.55 followed by "Provision of free legal assistance" with a frequency of 65 or a percentage of 72.22 and on the "Proper allocation of funds for the provision of basic needs" with a frequency of 56 or a percentage of 62.22. The data imply that these items shall be given immediate and serious attention in order to improve the delivery of jail services without sacrificing the welfare of the detainees whom the bureau consider as productive and rehabilitated citizens after their release from jail.

CONCLUSION

Based from the findings of the study, it can be concluded that the moderate satisfaction of detainees on the jail services manifest proper implementation of the jail services in conformity with rules and regulations as mandated in the BJMP manual and have some lapses and weaknesses for efficient implementation of the jail services.

RECOMMENDATIONS

In the light of the foregoing findings, the researchers have the following recommendations to offer:

1. The government shall provide a more spacious detention facilities including minor detainees;



2. BJMP personnel shall strictly implement rules and regulations in the jail:
3. The agency must give appropriate attention into the welfare of prisoners especially their basic needs and needed sports facilities; and
4. Dedicated employees of the five pillars of the criminal justice system must be employed in order to help offenders achieve justice especially on court pillar.
5. The government must provide job opportunities to all rehabilitated offenders in order to minimize the possibility of committing the same offense after incarceration.
6. BJMP personnel should be more efficient in areas where they are rated “fairly efficient

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