Journal of Positive School Psychology http://journalppw.com
2022, Vol. 6, No. 3, 1765–1781

Resocialization services and motivation for change in a prison in Lima, 2021

1María Díaz Pérez2 Luis Alberto Núñez Lira 3 Julia TevesQuispe 4 José Luis Osorio Sánchez 5 Guillermo Evaristo Medina Sanjinez

[1]*Universidad César Vallejo, PerúOrcid: https://orcid.org/0000-0002-3201-1236*

[2]*Universidad Nacional Mayor de San Marcos, Perúlnunezl@unmsm.edu.pe. Orcid: https://orcid.org/0000-0003-3542-9117*

[3]*Universidad Nacional Mayor de San Marcos, PerúOrcid: https://orcid.org/0000-0002-7009-9937*

[4]*Universidad Católica Los Ángeles de Chimbote, PerúOrcid: https://orcid.org/0000-0002-2756-8136*

[5]*Universidad Católica Los Ángeles de Chimbote, PerúOrcid: https://orcid.org/0000-0001-5821-0228*

ABSTRACT

The objective was to determine the relationship between the service provided and the motivation to change in inmates of the Ancón II prison, 2021. It was developed based on the Cronin and Taylor SERVPERF model for service quality and the Prochasca and Prochasca motivation model . The Servperf survey and the URICA survey were used. Basic research, quantitative approach, cross-sectional design and correlational scope were used. The amount of the sample was probabilistic, with a size of 306 inmates. Acceptable levels of reliability were obtained in all dimensions of both instruments and adequate content validity.

Through Spearman's Rho test, it was found that there were no significant relationships between the resocialization service and motivation to change, only very weak positive relationships with motivation were found between the tangible elements and reliability dimensions . The results are discussed arguing that this relationship does not occur in studies with general populations and that the motivation to change is related to intrinsic motivation, unlike the quality of service that evaluates conditions of extrinsic motivation. Further studies and development of treatment oriented to the motivation of criminal change are recommended.

Keywords: Motivation, change attitude, quality, service

INTRODUCTION

The relationship between the motivational state of change and the objective of resocialization of the penitentiary institution is direct. The change reveals not only the internal motivation to change your behavior, but also the evolution of the prosocial change you are currently in. Globally, research on the quality of services has been diverted from private spaces towards public institutions (Zeithaml et al., 2009), due to the imperative to evaluate and strengthen public institutions for the efficiency of the State.

The results on the service provided by the public penitentiary institution, as well as the study of its stages of change, remain unexplored; that is, there are no studies on the public service provided from the perspective of the prisoner, only from the

© 2021 JPPW. All rights reserved

perspective of the prison official (Haro, 2018). What is known can only be analyzed objectively or from an outside perspective and is organized around three main themes: infrastructure, human resources and corruption.

According to the statistical report (INPE, 2021), the shelter capacity was 41,123 until June 2021, but there are 87,006 inmates, almost double its capacity, which indicates that the percentage of the population exceeds 112 percent. In terms of the objective of the study, the total capacity of the Lima region is 12,209 with a total population of 29,946 inhabitants, which implies an overpopulation of 14,737 who ostensibly lack a place or a relevant service.

In terms of human resources, the latest INPE statistical report for the fourth quarter of 2019 indicates that there is one psychologist for every 370 inmates in the Lima region. Furthermore, the same report states that each social worker would have 637 interns and each lawyer would have 587 interns. As stated above, the attention span is extremely limited. According to the CPI survey (2017), the National Penitentiary Institute of Peru is the fourth most corrupt institution with a scale index of 7 out of 10.

The motivational state of incarcerated individuals can be analyzed indirectly through two points of view: the level of criminal recidivism, and the state and perspectives of receiving specialized treatment. Regarding recidivism, the statistical report of June 2020 from INPE (2021) indicates that 21% (327 people) of the total number of entries were reincorporated into the penal system; the statistical report for the previous month indicates that 21% (308 people) returned to the penal system (INPE May, 2021).

Regarding specialized treatment, it indicates that structured programs, such as the CREO Program, enroll only 830 scholarship holders out of a total of 30,727 nationwide for crimes against property (INPE, June, 2021). Strictly, with the objectives of this research: to evaluate the penitentiary service perceived by the user himself, in relation to his motivational state, it can be affirmed that there is at least one national investigation, so it is an exploratory study.

In relation to previous studies, Chuqui (2019) found that there is a slight positive relationship between the Productive Prisons prison policy and favorable attitudes towards resocialization in the Ancón II prison, Lima. In general terms, the prison public service favors the level of resocialization. Similarly, Solorzano (202 1) argued that the same relationship between the Productive Prisons policy and resocialization perceived in the Lurigancho prison has a significant relationship. Specifically, it found that the three dimensions of this prison policy currently in force, prison treatment, productive promotion and reintegration are highly related to perceived resocialization, so it is concluded that the quality of the institution's service is related to an effective change in the behavior of inmates. At the regional level, Mamani (2020) replicated these studies and concluded that the "Productive Prisons" Program is significantly related to the resocialization process perceived in the inmates of the Juliaca prison.

Likewise, Bunce (2019) who concluded that prison service is related to the motivation of inmates to change. In their study, the conditions of comprehensive treatment for achieving criminal desistance were improved, being effective in changing extrinsic motivation to intrinsic for non-criminal recidivism.

Padrón (2014) concludes that inmates have moderate levels of motivation to change in the form of their positive narratives to desistance, finding significant relationships with the time spent in prison and the change of identity, self-efficacy and the will to

© 2021 JPPW. All rights reserved

commit a crime. It also found that training in social skills, self-help, and attitude change were more conducive to motivation to change than employment, educational, and other strategies. Similarly, having a partner, having support when released from prison, professional support is statistically related to the motivation to change. Age was not found to have a significant relationship with motivation to change.

Regarding the participation of programs in which a structured and budgeted service is provided, Enjuanes and Morata (2019) concluded that the treatment initiated by reinforcing the motivation to change decreased criminal recidivism in recently released inmates. In this program in Catalonia (Spain) with a population of males with various crimes, the risk of recidivism is low. In the 4-year follow-up, no recidivism was obtained in crimes of sexual assault and driving offences. Likewise, crimes of gender violence decreased by 11%. In general, the recidivism rate was around 211.9%, unlike the 43.5% that were not found in any program.

Garcia-Gonzales et al. (2021) maintain that 84.87% of the subjects show satisfaction with the quality of healthcare received in 8 Catalan prisons in Barcelona. Along the same lines, Patel et al. (2018) concluded that the deficits in prisons in England are delayed access to services, lack of adequate interventions, limited specialized support, limited access to immediate care in terms of time and services , low staffing, lack of training and reflective practice in mental health issues. Among the dimensions that present quality of service in 3 women's prisons and 33 men's prisons in England, he mentions good labor relations and high expectations of quality treatment.

Continuing, we have Glorney and Brooker (2020) who carried out an updated replica of the previous study, concluding that there is quality of service in various types of prisons in England, in multidisciplinary work standards, good level of communication, adequate management between care and offender safety, and positive staff-inmate relationships. However, a poor level was found in terms of quality of access, integration of services.

In relation to the variable motivation to change, Pérez-Luco et al. (2019) found high levels of motivation to change, with the action stage predominating. In addition, the action and maintenance explained 25.4% of the desistance of the crime in women confined in prisons in Santiago de Chile.

Regarding the theories of the study variables, there are three main schools in the study of the quality of service variable: the North American School with Parasuraman et al., the French school of Eiglier and Langeard , and the Scandinavian school of Gronroos . The model assumed in this research is the North American school; Thus, for Maqueda and Llaguno (1995, in Civera, 2008), quality is defined as a complex of factors where the properties, circumstances, characters, or other types of qualities that are specific to the valued entity are found, which it could be from a human being, animal, a product, a function, a service, among others. These must have the characteristic of being sensitive to evaluation in order to estimate or give it a value compared to others within its group.

Zeithaml et al. (2009) define it as the difference between the needs of the users and the impressions of the user after having used the service, adding to this model the proposal of the 5 gaps or discrepancies that are located between the dimensions presented and that enable or interferes with the quality of the service provided: GAP 1: Deficiencies or discrepancies between the company, related to its structure, culture and general dynamics, and user expectations. GAP 2: Discrepancies found between the analysis of consumer expectations and their

© 2021 JPPW. All rights reserved

conversion. Little commitment of the person providing the service with the quality of the service and its viability. GAP 3: Discrepancies between the quality of the service and its provision. Here we find ambiguous functions, conflicts between these functions, technology mismatch, little supervision and control, absence of synergistic work. GAP 4: Discrepancies between the service provided and the communication from outside. Problems are located in communication with users due to a tendency of excessive promises. GAP 5: Discrepancy between the expectations of the users and the impressions they had of the service provided.

For Zeithaml et al. (2009), the dimensions that form the perceptions of service quality are five: 1) tangible elements that are the physical expression of the service: "appearance of physical facilities, personnel, material"; 2) reliability: it deals with the precise fulfillment of what was promised or established in the service: “promises about delivery, provision of services, resolution and price”; 3) security as the ability to inspire trust in the service. Try to reduce the perception of risks in users. Mainly, this dimension is emphasized in banking services, from medical to legal insurance; 4) empathy: it consists of treating users as unique and special, where they feel understood and recognized: more aware of the specific problems and needs of clients and can offer more personalized services (Zeithaml et al., 2009) and 5) responsiveness: when users are helped quickly or the service is provided immediately to questions, requests, complaints, problems, it is the waiting time.

The SERVPERF model of Cronin and Taylor (1992) is used to conceptualize and measure the quality of service, overcoming some of the conceptual and methodological limitations presented. It is based on the measurement of the performance or *performance* of the service under the original SERVQUAL model. This variation of the model is used for various service evaluation studies in Latin America such as Mexico (Torres and Luna, 2016), Brazil (Krystina , 2016).

As well as outside the continent such as Indonesia (Rasyidaet al., 2016), Italy (Lupo, 2014), Turkey (Unuvar and Kaya , 2016) and Australia (Quester et al., 2015), all of them evaluating services from various companies to institutions, from banks, tourism, transportation, health services and food.

In relation to the motivation to change, Jara (2008) defines it as a process that has an origin, maintenance and execution of behavior oriented towards something, in which diverse factors converge, such as stimulations, organismic states, previous learning, among others.

In the present investigation, the Transtheoretical Model of motivation for change will be assumed. Prochaska and Prochaska (2016) state that this approach assumed an initial model in linear form. The stages of change from the unawareness of the problem to the definitive and long-term change, passed from a precontemplative stage , of contemplation of the problem, of initial preparations for the change, of forceful action, after a maintenance of the constant change and, finally, until school completion.

The authors continue to maintain that motivation is not always linear and several relapses occur before genuine change, they postulate that programs, therapists and interventions must be flexible enough to adjust and match each participant's strategies for change and overcoming relapses. In this sense, change is a spiral model in which the causes of relapse are stress and anguish, and its consequences, demoralization. This consequence must be intervened and

© 2021 JPPW. All rights reserved

overcome so that the change originates again (Prochaska and Prochaska, 2016).

The stages of change represent the main axis of the theory, in the form of temporal dimensions that allow us to understand when behaviors for change occur. The second axis is constituted by the processes of change, which allow us to know in depth the nature and dynamics of motivation. These processes are how motivation occurs (Prochaska et al., 1994). The processes of motivation are as follows:

The underlying processes of motivation for change (Prochaska et al., 1994) would be awareness or knowing about oneself and what is the problem to repress, authorize, interventions in one's own behavior: the strategies we have here are self-inspections ; that is, when we confront ourselves, when we interpret ourselves, reading therapeutic books.

Another process is self-assessment or knowledge of the emotional life related to the problem: for strategies we have clear personal values, imagining about the problem and correcting our emotional experiences. Then comes self- liberation , which is assuming a commitment to change and trusting oneself: here we have decision-making therapy, resolutions for a new year or significant dates, logotherapy techniques, techniques to prioritize our purposes. Against conditioning that are the alternatives of our problem behaviors: we have constant relaxation, desensitization of the problem behavior, assertion of the problem, positive states.

Then the stimulus control process that enables the avoidance or limitation of the circumstances that trigger the problem behavior: modify the physical conditions to avoid vices, avoid dangerous signals or situations, *fading techniques* . Self-government that consists of being vigilant in our changes and that of others: contingency contracts, self -reinforcement, whether internal or external, and being self-monitoring .

Another process is the help relationships where there is openness when support needs arise: the therapeutic alliance is found, also with the support of social networks and therapeutic groups. It also presents a dramatic relief that means expressing the sentimental life of problems, as well as their solutions: role-playing technique, psychodrama, loss of grief, among others. Another process is environmental reassessment or knowing the effects of the problem in our physical environment: empathic training, documentaries. Finally , there is the process of social liberation or increasing alternative prosocial behaviors in society.

In relation to the dimensions of the variable, there is the first precontemplation dimension : For the authors, it is the stage where the subject has no intention of modifying their problem behavior, at least in the short term (Prochaska et al., 1994). In general, they are those people who are pressured or feel that way to seek professional or other help, even show signs of wanting to change, but, when said pressure disappears, they return to their problematic habits. Maximizing this logic, a precontemplativemight want to change, but this desire is superficial without any real, thoughtful decision-making. Significant phrases of this dimension are when the person tells himself that he has no problem to change or that he does accept it, but there is nothing important to change.

The second dimension we have contemplation. Prochaska et al. (1994) define this stage as the one in which the person is aware that there is a problem with their given behavior, and as a consequence, thinks that it should be changed. This without necessarily being committed to this, much less planning to carry out specific actions. Contemplate the authors refer, just by looking at the path where you should

© 2021 JPPW. All rights reserved

follow without following it because you are not yet ready. This stage is when the advantages and disadvantages of undertaking an effective change of our problem behavior are weighed. They have the characteristics of being able to last long times and lose a lot of effort and energy. Here the desire to change behavior is sincere and firm. Meaningful phrases are when the person confirms the existence of a problem and tells himself that he would work on solving it, another phrase is when he deliberately says that he could change at least one aspect of himself.

The third dimension is preparation. At this stage, the person who wants to change will try to move to conscious change and modify their behavior in a minor or gradual way; that is, there have been some improvements, but not enough or they are only small without forceful, radical or planned actions. This stage is the transition between being aware of our problem and making important decisions to change it.

The fourth dimension is action. Here the individual begins to modify his behavior and this is visible. The commitment shown is high and there is a strong decision to change. This is where the rest realizes and recognizes the effortful and effective changes of the subject. There is no change or maintenance yet because it is just getting used to the new habits, so a lot of energy and effort is spent here. A maximum of six months of change is required to classify individuals in this stage (Prochaska et al., 1994). Significant phrases occur here when the person recognizes that he is making an effort to change or when he praises himself; therefore, that person is doing something different and significant.

Finally, the fifth dimension is maintenance. Prochaska et al., in 1994, define this stage as the one where people work to prevent a relapse in the problem behavior, therefore, they maintain alternative behaviors more in line with their values and personal goals. This stage goes from six months of change to an indeterminate time in the case of addictive behaviors, for other problematic behaviors it can be for life. Here the person affirms to others that they need a push or a possible support to stay in the positive change or they can attend with other people so that they receive that support, such as therapeutic groups.

Prochaska and Prochaska (2016) postulate a last phase called termination, in which three criteria or requirements must be met: the first is not to be tempted to commit the problem behavior again despite being in a risk situation; the second is to have self-confidence and self-efficacy to maintain their behavior, and the last criterion, that they feel comfortable with change and the feeling of effortlessness. This last criterion is reached when for years they have resisted various risk situations and self-confidence has been strengthened with it. These last two stages are identified with the three phases of primary desistance, early desistance, and secondary desistance, which have empirical evidence in the literature on effective change in criminal behavior (Polaschek , 2016).

The *stages* of action and maintenance explain the beginning of desistance to a large extent (Pérez-Luco et al., 2019) among other social or external variables such as: age at which the crime begins, years that the person has been committing crimes, number of crimes that the person refers to having committed, sentence time of the last trial, history of consumption of psychoactive substances, the current crime, the own perception of the risk of reoffending again and the time without having committed any crime. For the author, the motivation to change as an internal variable has a considerable explanatory weight in the relationship (approximately 25%). Another way to confirm this aspect is when the willingness to change for a creed or religion

© 2021 JPPW. All rights reserved

is fundamental in the desistance of criminal behavior (Hallet and McCoy, 2015). The various studies of criminal behavior change demonstrate and recommend that this motivation can also be increased by important changes in the criminal treatment and assistance service in the form of "assisted desistance" (Kirkwood , 2016).

III. METHODOLOGY

The research was of a basic type, with a quantitative approach because the results obtained were processed by objective tests and statistical methods. Of correlational scope, that is, it sought the relationship between the variables of this study. The design was descriptive correlational non-experimental cross-sectional (Hernández et al., 2014).

The population is made up of the 1,494 inmates of EPM ANCON II. It was carried out by a statistical formula to obtain the amount of probabilistic sample, with a total of 306 participants. In relation to the exclusion criteria, they were those inmates who do not have reading and writing skills, who are hospitalized, who have a psychiatric diagnosis and who have been in the current prison for two months or less. To reduce bias, the approximate number of subjects for generic crimes in the four general modules of the prison will be controlled. The unit of analysis will be the inmate confined in the EPM ANCON II prison for any crime, whether Peruvian or foreign.

A majority 38.6% belongs to module II (housing young inmates for robbery, there are the institutional programs Creo and Inpe / Devida , as well as crimes against sexual freedom and manslaughter), followed by module I with 27.8%. (housing inmates due to omission of family assistance, Transit), continues module IV (foreign inmates for drug trafficking and against property, in addition to being in a special closed regime, mostly inmates for aggravated robbery) with 18, 3% and finally module III (inmates from Ancón I, for robbery, qualified homicides, illicit drug trafficking) with 15.4%. In reference to the level of instruction, most of them have completed high school with 37.9%. With regard to crime, the frequency of thefts and robberies had a higher percentage of 26.8%.

Table 1

Frequencies and percentages of sociodemographic variables

		N	%
Module you are in	Module I	85	27.8%
	Module II	118	38.6%
	Module III	47	15.4%
	Module IV	56	18.3%
instructional level	incomplete primary	12	3.9%
	complete primary	14	4.6%
	Incomplete high school	78	25.5%
	Completed secondary	116	37.9%
	incomplete top	46	15.0%
	full top	40	13.1%
Crime	family omission	54	17.6%
	Injuries and traffic	43	14.1%
	Drug traffic	40	13.1%
	Thefts and Robberies	82	26.8%
	sexual freedom	38	12.4%

© 2021 JPPW. All rights reserved

other crimes	49	16.0%

The technique was the survey (Hernández et al, 2014), in which quantitative information is collected and then processed statistically to obtain the final results. The measurement instruments will be the SERVPERF questionnaires for the service quality variable, and the Rhode Island University Change Assessment questionnaire (URICA) for the motivation to change variable.

Coordination was carried out with the competent authority for the authorization of the research. Subsequently, with the treatment and psychology area of the penitentiary establishment, the times and places for taking the instrument were coordinated, which will be carried out in the 04 modules of the prison. The shots of the instruments were made in open places such as patios of each pavilion and main hall.

The KS test was used in the scores of the variables, and the variable motivation for total change did not have a normal distribution. For this reason, Spearman's Rho (categorical and ordinal) was used to determine the relationship between the variable quality of service and motivation to change both for the contrast of the main hypothesis and the specific hypotheses.

In the present investigation, ethical criteria and informed knowledge were used, where valuable information will be provided to society for decision-making in relation to crime prevention, prison treatment and citizen security in general. Likewise, it respects the principle of justice when studying a population that is stigmatized by society.

IV. RESULTS

According to Table 2, in all dimensions (empathy or personalized care for customers, reliability or ability to perform work accurately, responsiveness or speed and willingness to serve, security/trust or knowledge of the service, and its tangible and physical elements) and in the total service quality score, there was a higher percentage of the medium or moderate level, it was evidenced that more than half of the population is at this level. The dimension that obtained the highest percentage in the low level was empathy, otherwise, the lowest percentage presented in the low level was for the quality of tangible elements. People perceived courteous treatment by the institution as low quality, on the other hand, the service that received a lower perception of low quality was that of tangible elements or physical conditions of the service. Finally, the quality of security//trust in the service presented the highest percentage of perceived high quality level (approx. 25%).

Table 2

Service quality levels

Level	Level	N	%
Quality level in Empathy	Under	91	29.7%
	Medium	146	47.7%
	High	69	22.5%
Reliability quality level	Under	88	28.8%
	Medium	155	50.7%
	High	63	20.6%

© 2021 JPPW. All rights reserved

Quality level of tangible elements	Under	43	14.1%
	Medium	206	67.3%
	High	57	18.6%
Responsiveness quality level	Under	86	28.1%
	Medium	168	54.9%
	High	52	17.0%
Level of security/confidence in the service	Under	60	19.6%
	Medium	169	55.2%
	High	77	25.2%
Total Service Quality Level	Under	68	22.2%
	Medium	178	58.2%
	High	60	19.6%

According to table 3, all the dimensions presented higher percentages in the medium and high levels. This means that people are moderately and highly motivated in relation to the phase of contemplation of the problem to change, to the action they want and are executing; finally, to the maintenance of said change in the medium and long term. The action phase or actions committed to modifying their criminal behavior presented the highest percentage of high level, followed by contemplation, both being the first two phases of the change motivation process.

Continuing with the results, in relation to the maintenance dimension, this phase in which the subjects are maintaining alternative behaviors to their criminal behavior in the medium and long term, presented the highest percentage in the low level, unlike the rest of the phases. Finally, for the motivation for total change, a medium-level majority was obtained; followed by high level, and only a small percentage in the low level, which describes that the majority of the subjects are motivated in their criminal change.

Table 3

Motivation levels to change

		N	%
contemplation level	Under	4	1.3%
	Medium	81	26.5%
	High	221	72.2%
Action Level	Under	8	2.6%
	Medium	61	19.9%
	High	237	77.5%
Maintenance Level	Under	29	9.5%
	Medium	141	46.2%
	High	135	44.3%
Level of motivation to change	Under	7	
	Medium	163	53.3%
	High	136	44.4%

© 2021 JPPW. All rights reserved

According to the results of table 4, module II, where the two institutional programs CREO and DEVIDA are found, obtained the highest percentage in the high level of total service quality, at the same time it presents the lowest percentage of low level of service. quality of service. For the most part, the mostly young subjects with crimes of violence, perceive the service as high quality, and few perceive it as low quality. On the other hand, module I also presented a high percentage in the high quality level, however it also presented a similar percentage in low quality, this being the only module with these percentages. Modules III and IV were those in which they had the highest percentage in the low level of quality, and the lowest percentages in the high level, below 10%. In these two modules, the subjects perceive a poor quality of service.

In relation to crimes, those subjects with injuries and traffic, as well as theft and robbery, mostly perceived a high level of service quality. Otherwise, the people who committed the crimes of family omission and sexual freedom perceived a low quality service in a greater number. In general terms, all crimes perceived a higher percentage of moderate quality service, ranging between 55 and 72 percent of the total number of subjects for each crime

.

Table 4

Total service quality level according to module and offense

		Under		Medium		High	
		N	%	N	%	N	%
Module you are in	Module I		27.1%	44	51.8%	18	21.2%
	Module II	13	11.0%	70	59.3%	35	29.7%
	Module III	18	38.3%	25	53.2%	4	8.5%
	Module IV	14	25.0%	39	69.6%	3	5.4%
Crime	family omission	16	29.6%	30	55.6%	8	14.8%
	Injuries and traffic	6	14.0%	26	60.5%	eleven	25.6%
	Drug traffic	7	17.5%	29	72.5%	4	10.0%
	Thefts and Robberies	16	19.5%	Four. Five	54.9%	twenty-one	25.6%
	sexual freedom	eleven	28.9%	twenty-one	55.3%	6	15.8%
	other crimes	12	24.5%	27	55.1%	10	20.4%

According to table 5, it can be seen that there are no notable differences between the level of motivation to change the crime in the different modules of the penitentiary establishment. In general, a preponderance of the medium and high level of motivation for total change was obtained in the four modules. Almost half of the population is moderately and highly motivated to change their criminal behavior. With a low level of motivation to commit crime, it is found between 0% and 5.4% of the subjects.

In relation to crimes, those people who committed crimes of family omission, injuries and traffic, drug trafficking, theft and robbery and other crimes scored a low motivation to change to a lesser extent, ranging between 0% and 2.5% in every crime. Only the people who committed the crime of sexual freedom obtained a

© 2021 JPPW. All rights reserved

percentage of 10.5% in the low level. On the other hand, people with the crime of theft and robbery presented the highest percentage for the high level of motivation to change, followed by the crime of sexual freedom and traffic injuries. In general, in most crimes, there is a moderate motivation to change.

Table 5

Level of motivation to change according to module and offense

		Under		Medium		High	
		N	%	N	%	N	%
Module you are in	Module I	one	1.2%	44	51.8%	40	47.1%
	Module II	3	2.5%	64	54.2%	51	43.2%
	Module III	0	0.0%	25	53.2%	22	46.8%
	Module IV	3	5.4%	30	53.6%		41.1%
Crime	family omission	one	1.9%	36	66.7%	17	31.5%
	Injuries and traffic	0	0.0%		53.5%	twenty	46.5%
	Drug traffic	one	2.5%	24	60.0%	fifteen	37.5%
	Thefts and Robberies	one	1.2%	31	37.8%	fifty	61.0%
	sexual freedom	4	10.5%	fifteen	39.5%	19	50.0%
	other crimes	0	0.0%	3. 4	69.4%	fifteen	30.6%

Hypothesis contrast

The correlation results of the general hypothesis yielded a Spearman's Rho value of .062, meaning that there is no correlation between the variables studied. Similarly, in the specific hypotheses, except for hypotheses 2 and 5, they present a very weak correlation .

Table 6

hypothesis system

	Hypothesis	Correlation coefficient	Next (2-sided)	n
General hypothesis	Correlation of prison service and motivation to change	.107	.062	306
Specific hypothesis 1	Correlation of empathy and motivation to change	.088	.124	306
Specific hypothesis 2	Correlation of tangible elements and motivation to change	.115	.044	306
Specific hypothesis 3	Correlation of reliability and motivation to change	.067	.241	306
Specific hypothesis 4	Correlation of responsiveness and motivation to change	.076	.185	306
Specific hypothesis 5	Correlation of trust/security and motivation to change	.121	.035	306

**. The correlation is significant at the 0.01 level

© 2021 JPPW. All rights reserved

DISCUSSION AND CONCLUSIONS

The descriptive results of the study yielded a profile of the sample with a similar amount between the modules, with secondary education and with the crimes with the highest rate at the national level. Likewise, they mostly presented medium levels both in the perceived quality of service and in the level of motivation to change. The motivational stages that had the highest scores among the sample were the level of contemplation and the level of action. These results coincide with Padrón (2015) who found that contemplation scores were the highest and maintenance the lowest, in young offenders, which reflects once captured by law enforcement, young people tend to initiate a change in their attitudes criminal. In addition to this, in the four modules, average levels of motivation for criminal change were obtained for the most part. In relation to the perceived quality of service, both modules I and II had the highest quality scores. This contrasts moderately with the study by Meléndez (2019) carried out in a public hospital institution, in which a majority with high levels of service satisfaction was obtained.

In relation to the main objective on the relationship between perceived service quality and motivation to change, a Spearman's Rho coefficient of .062, greater than .05, was obtained, so it is concluded that there are no significant relationships between them. This means that the different conditions of interpersonal and situational professional care perceived by the inmates have no relation to the implementation of their own attitudes and actions aimed at changing their behaviors related to crime, for each of their cases. This result differs from the majority of investigations at the local level, which studied the relationship between the quality of the Productive Prisons policy in the penitentiary institution and the level of resocialization perceived at the end of said policies (Chuqui , 2019; Solorzano, 2020 ; Mamani, 2019).

Similarly, the findings contrast with the study by Bunce (2019), which concluded that improving the conditions of service and through a program of testimonies to other young people, had the effect of increasing motivation to criminal change or desistance. of their cases. The same happens with women (Grella and Rodríguez, 2011) confined in the US in whom their motivational levels increased. All these different results will be broken down after discussing the specific hypotheses of the relationship of each dimension of service quality with the motivation to criminal change.

In the results of the contrast of the specific hypothesis number 1, a Spearman's Rho of .124 was obtained, so it is concluded that there is no significant relationship between the dimension of quality in empathy and the total level of motivation for change. to crime, which means that the perceived quality of individualized attention, the concern of professionals, solidarity and honesty, as well as the accessibility of schedules, have no relationship with the personal decision to modify their pro-criminal behaviors .

In relation to the results of the contrast of the specific hypothesis number 2, a Spearman's Rho of .044 was obtained, with a coefficient of .115, so it is concluded that there is a very slight significant relationship (Hernández et al., 2014) between the dimension of the quality of tangible elements, and the total level of motivation to the crime. Which suggests that there is a slight relationship between the modernity of the logistics equipment, the adequate physical facilities, the personal presentation of the workers, and

© 2021 JPPW. All rights reserved

the signaling of the messages and information, with the motivation of substantial change of attitudes of their behaviors that led them to prison. This result is consistent with the study by Alvarado (2018) on overcrowding in a Lima prison, which concludes that unfavorable structural conditions do not contribute as much to the reeducation, rehabilitation or social reintegration of inmates.

In the results of the contrast of the specific hypothesis number 3, a Spearman's Rho of .241 was obtained, so it is concluded that there is no significant relationship between the dimension of reliability and the total level of motivation to commit crime. This tells us that the service, the institutional interest in the affairs of the inmates, the immediate effectiveness of the service, the fulfillment of the resocializing work and its efficiency, are not slightly related to the motivation to modify and maintain pro-social behaviors contrary to crime. in each intern.

Continuing with the results of the contrast of the specific hypothesis number 4, a Spearman's Rho of .185 was obtained, so it is concluded that there is no significant relationship between the dimension of the quality of the responsiveness and the total level of the motivation to crime. In an extended way, this result illustrates that the quality that the inmates perceive about the timely information of the services, the compliance and punctuality of the agents of the institution, the professional ethics, and the delay in the attention, with the fact that they decide or not to modify their behaviors related to their crime.

Continuing with the results of the contrast of the specific hypothesis number 5, a Spearman's Rho of .035 was obtained with a correlation coefficient of .121, so it is concluded that there is a very slight significant relationship (Hernández et al., 2014) between the dimension of the quality of trust/security and the total level of motivation to commit crime. This finding details that there is a slight relationship between trust and security towards prison staff, respect towards inmates and the training of the institution's professionals, with the initial and/or maintained change of their problem behaviors in each of their criminal cases.

Although it is true that a significant relationship was obtained between the perceived quality of the tangible elements and the security/trust of the service with the motivation to change crime, both relationships are weak. In addition to this, the dimensions that had more to do with the interpersonal and professional relationships between the staff and the inmate users of their services had no relationship at all. These dimensions are staff empathy (p = .124), service reliability (p = .241), and responsiveness (p = .185). This result on the non-relationship between the quality of professional care service to inmates with their change in criminal attitudes is apparently counterintuitive, so the hypothesis that methodological limitations made this result possible could be handled. However, studies such as those by Delgado (2020), provide clarity on the preponderance and significant influence of intrapersonal or intrinsic variables, such as self-efficacy, on motivational stages more than extrinsic factors.

Once the discussion of all the hypotheses has been exposed, the two arguments that explain the results of this investigation in the light of a detailed analysis of the antecedents and of the modern theories of criminality. The first argument is the type of special population used in the investigations of quality of service and levels of behavior change. The subjects were always chosen from the work programs in Productive Prisons (Chuqui , 2019; Mamani, 2019 and Solórzano, 2020) with intentional sampling

© 2021 JPPW. All rights reserved

of subjects in a state of progression; others with male subjects (Bunce , 2019) or women (Grella and Rodríguez, 2011) in voluntary programs and in general, studies that through a meta-analysis have shown a decrease in recidivism by more than 10%, mostly in special situations and very particular of specialized treatment, with subjects receiving a service oriented to intrinsic motivation and self-efficacy through the learning of interpersonal and occupational self-control skills (Redondo et al., 2002).

In these studies, the conditions of the service are related to the motivation to change precisely because they are dealing with populations already oriented towards progression and a sustained commitment to change as a result of being under these special treatment situations. Situation that varies in the present investigation with a representative sample of the penitentiary establishment in general, which do not receive the vast majority of specialized treatment or structured conditions.

The second argument is in line with the dual nature of the motivation to change behavior and, in the same way, of the prison treatment service: if you generate a service oriented towards extrinsic motivation, the subject will also develop extrinsic motivations that will modify their short-term behavior. And if you generate a service oriented to intrinsic motivation, the subject will develop internalized and own motivations that will modify their long-term or sustained behavior. In short, the motivation to change as an initial and personal component to the broad phenomenon of criminal desistance is the product of a self-change of identity that the subject himself must promote mainly by himself (Morales et al., 2017). The present investigation used a general instrument that evaluates interpersonal motivations and universal situations from a generic point of view of the service, with emphasis on extrinsic motivation since the majority population of the penitentiary establishment also receives a universal service based on the restitution of rights and a non-specialized behavior modification (Morales et al., 2017). Exposed all this, no significant relationships were found because a service aimed at extrinsic motivation is not related to the sustained intrinsic motivation that is required to change criminal behavior, which in a moderate percentage of the population of this investigation has presented. Those who obtained high levels of motivation to change were indifferent to whether they perceived the quality of the extrinsic treatment service as high and vice versa, those who perceived it as a low quality of service, there was also no relationship with a low motivation to change. Non-specialized extrinsic treatment is not related to intrinsic motivation to change criminal behavior. This coincides with current empirical and theoretical studies that show that recidivism does not decrease by providing opportunities and/or satisfied basic needs such as work, education and others; unless cognitive and motivational change also occurs (Nakamura & Bret, 2014).

The results of this investigation can be generalized to the entire penitentiary establishment since it has a probabilistic quantity and a sampling that prioritized being representative of each of the four modules, as well as the percentage of crimes. The limitation found was the generality of the quality of service variable to evaluate the treatment, security and administrative areas in a total way, thus demanding a synthetic evaluation criterion from the users. Finally, regarding the validity of the medication instrument of the variable motivation to change crime, items 1-7, 27, 31 and 32 were eliminated because their elimination considerably increased the reliability of the instrument. This could be due to the fact that, being inverse items, they

© 2021 JPPW. All rights reserved

could not be understood within the internal logic of the variable in this questionnaire context.

REFERENCES

Bunce, A. (2019) *What we're saying makes sense so I've subscribed to it and I try to live by it.: A qualitative exploration of prisoners' motivation to participate in an innovative rehabilitation programme through the lens of Self-Determination* Theory. Doctoral thesis. University of Surrey. DOI: https://doi.org/10.15126/thesis.00852929

Chuqui, M. (2019) *Política de cárceles productivas y resocialización de los internos del Establecimiento Penal Modelo Ancón II, Lima 2019*. Tesis de grado. Universidad César Vallejo. Disponible en: https://bit.ly/3FQLt2W

Civera, M. (2008) *Analysis of the relationship between quality and satisfaction in the hospital environment based on the established management model* . Doctoral Thesis. Faculty of Legal and Economic Sciences. James University . Available at: https://bit.ly/3DzWMKJ

ICC (2017). *Indicators of the degree of corruption in Peru. Political figures and institutions.* January. Available at: https://cpi.pe/images/upload/paginaweb/archivo/23/opnac201702_indicadores_corrupcion_peru_politica.pdf

Cronin, J. and Taylor, S. (1992). Measuring Service Quality : A Reexamination and Extension . *Journal of Marketing* , 56(3), pp-68. DOI: https://doi.org/10.2307/1252296

Enjuanes , J. and Moraya, T. (2019). Educational Penitentiary Models as a basis for success in the social reintegration of people deprived of liberty. *Criminological Bulletin* , 25(187), 1137-2427. Available at: https://bit.ly/2YNayuQ

García-González, L., Mendioroz-Peña, J., Armenteros-López, B., Sole-Zapata, N., Alonso -Gaitón , P. and Cuadro-Pena, E. (2021). Quality of care perceived by users in Catalan prisons. Spanish *Journal of Health Penitentiary* , *23* (1), 9–19. https://doi.org/10.18176/resp.00026 .

Glorney, H. y Brooker, C. (2020.) Standars of Mental Health Care in Prisons in England and Wales: A Qualitative Study of Reports from Her Majesty´s Inspectorate of Prisons. *International Journal of Forensic Mental Health*,19(3), pp. 283-296. DOI: https://doi.org/10.1080/14999013.2020.1743389

Grella, C. y Rodríguez, L. (2011). Motivation for Treatment among women offenders in Prison-Based treatment and longitudinal outcomes among those who participate in community aftercare. *Journal of Psychoactive drugs*, 43, pp. 58-67. DOI: https://doi.org/10.1080/02791072.2011.602275

Haro, V. (2018) *The prison system in Peru: Towards a new management model* . Thesis for the degree of Doctor in Government and Public Policy. San Martin de Porres University. Available at: https://bit.ly/3EKAHtX

Hallett , M., & McCoy, S. (2015). religiouslyMotivatedDesistance : An ExploratoryStudy . *International Journal of OffendersTherapy and ComparativCriminology* , 59(8), p. 855-872. DOI : https://doi.org/10.1177/0306624X14522112

Hernández, R., Fernández, C. and Baptista, P. (2014). *Scientific Research*

© 2021 JPPW. All rights reserved

Methodology . 6th Ed. Mc Graw-HILL / Interamericana Editores, SA de CV Mexico.

INPE fourth quarter (2019). *Treatment report. National Penitentiary Institute* . Available at: https://bit.ly/3DrS0z0

Statistical INPE June (2021). *Statistical report June. National Penitentiary Institute* . Available at: https://bit.ly/3awMXRp

Statistical INPE May (2021). *Statistical report May. National Penitentiary Institute.* Available at: https://bit.ly/3iYuXUB

Jara, C. (2008) *The motivation for behavior change and the evolution of treatment in substance dependent patients* . To opt for the degree of Doctor of Psychology. National University of San Marcos. Available at: https://bit.ly/3DYzmz7

Kirkwood, S. (2016). Desistance in action: An interactionalapproach to criminal justice practice and desistancefromoffending. *TheoreticalCriminology,* 20(2), pp. 220-237. DOI : https://doi.org/10.1177/1362480615607624

Krystina, M. (2016). Use of the servperfmethod to evaluate service quality in the transport company. *Independent Journal of Management & Production,* 7(1), pp. 168-177. DOI : https://doi.org/10.14807/ijmp.v7i1.396

Lupo, T. (2014). FuzzyServPerf model combinedwith ELECTRE III to comparativelyevaluate service quality of international airports in Sicily. *Journal of Air Transport Management, pp. 1-11.* DOI :http://dx.doi.org/10.1016/j.jairtraman.2014.11.006

Mamani, W. (2020). *Productive Prisons Program and its relationship with the resocialization process of the inmates of the Juliaca Penitentiary Establishment, 2019* . National University of the Altiplano of Puno. Available at: https://bit.ly/30g7zeJ

Morales, H., Luengo, M. and Agra C. (2017). Effectiveness of socio-educational measures imposed by the administration of Juvenile Justice in the social reintegration of adolescent offenders: a critical review. *International Annals of Criminology,* 51(1), p. 133-155. DOI: https://doi.org/10.1017/S000344520000009X

Nakamura, K. & Bret, K. (2014). Recidivism, Redemption, and Desistance: Understanding Continuity and Change in Criminal Offending and Implications for Interventions. *Sociology Compass* , 8(4), p. 384-397. DOI: https://doi.org/10.1111/soc4.12150

Padron, M. (2014). *Expectations of reintegration and criminal desistance in people serving prison sentences: factors and narratives of life change.* Thesis to opt for the Master's Degree in Criminology, Criminal Policy and Security. University of Barcelona. Available at: https://bit.ly/3FAF5wB

Patel, R., Harvey, J. & Forrester, A. (2018). Systemic limitations in the provision of mental health care in prisons in England. *International Journal of Law and Psychiatry* , 60, pp. 17-25. DOI: https://doi.org/10.1016/j.ijlp.2018.06.003

Pérez-Luco, R., Chitgian -Urzúa, V., and Mettifogo - Guerrero, D. (2019). Criminal desistance in Chilean women who have been deprived of liberty. *Magazine Criminality* , 61(2), p. 59-78. Available at: https://bit.ly/3BDyC1k

© 2021 JPPW. All rights reserved

Polaschek , D. (2016). Resistance and dynamicriskfactorsbelongtogether . *Psychology, Crime & Law*, 22(1-2), p. 171-189. DOI: http://dx.doi.org/10.1080/1068316X.2015.1114114

Prochaska, J., Diclemente , C., & Norcross , J. (1994). How people change. Applications in addictive behaviors. *Journal of Drug Addiction* , 1, pp. 3-14. Available at: https://bit.ly/3BwBZHr

Prochaska, J., y Prochaska, J. (2016). *Changing to Thrive.* Minnesota: Hazelden Publishing.

Quester, P., Romaniuk, S., y Wilkinson, J. (2015) A Test of Four Service QualityMeasurementScales: The Case of the Australian Advertising Industry. *Proceedings of the 1995 World Marketing Congress*, pp. 384-391. DOI: https://doi.org/10.1007/978-3-319-17311-5_54

Rasyida, D., Mujiya, U., Setiowati, P. y Setyorini, N. (2016). Assessing Service Quality: A Combination of SERVPERF and Importance Performance Analysis. *Conference: International Conference on Industrial Engineering and Applications At: Hong Kong*, 3. DOI: https://doi.org/10.1051/matecconf/20166806003

Redondo, S., Sánchez, J. and Garrido, V. (2002). Psychological programs with offenders and their effectiveness: the European situation. *Psychothema* , 14(1), p. 164-173. Available at: http://www.psicothema.com/psicothema.asp?id=3487

Solorzano, A. (2021) *Productive prison policies and resocialization in the Lurigancho prison.* Thesis. Cesar Vallejo University. Available at: https://bit.ly/3DGhysp

Torres, J. and Luna, I. (2016). Evaluation of the perception of the quality of the banking service using the SERVPERF model. *Accounting and Administration, 62, pp. 1294-1316.* DOI: http://dx.doi.org/10.1016/j.cya.2017.06.011

Unuvar, M. y Kaya, U. (2016). Measuring Service Quality by Servperf Method: A Research on Hospitality Enterprises. *Australian Academy of Accounting and Finance Review*, 2(4), pp. 353-362. Disponible en: https://www.academia.edu/34849227

Zeithaml, V., Bitner, M. y Gremler, D. (2009). *Services Matketing. Integrating Customer Focus Across the Firm (7ma Ed.).* New York: Mc Graw-Hill

© 2021 JPPW. All rights reserved