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## **The Role of Information Flow in Rehabilitation Activities Based on an Example of Selected Prison Units**

### **Rola przepływu informacji w działaniach resocjalizacyjnych na przykładzie wybranych jednostek penitencjarnych**

The aim is to present basic issues related to the flow of information, the role of information flow and to show, using selected units of the Prison Service as an example, the essence of the proper flow of information on resocialization activities. The results are based on a pilot study conducted among 20 respondents of the postgraduate studies of the Prison Service at the Academy of Justice on March 3, 2024. They show the essence of the proper functioning of a given unit and its connection with the quality of information management, which determines the construction of the strategy and the effectiveness of the actions taken. Problems in the effectiveness of the resocialization of convicts in prisons, the need to improve this process and the need to conduct proper research have been presented.

**Key words:** information flow, information, rehabilitation, Prison Service

Celem jest przedstawienie podstawowych zagadnień związanych z przepływem informacji, roli przepływu informacji oraz ukazanie na przykładzie wybranych jednostek Służby Więziennej istoty prawidłowego przepływu informacji na temat działań resocjalizacyjnych. Rezultaty bazują na badaniu pilotażowym przeprowadzonym pośród 20 respondentów studiów podyplomowych Służby Więziennej Akademii Wymiaru Sprawiedliwości z dnia 3 marca 2024 roku. Ukazują istotę prawidłowego funkcjonowania danej jednostki i jej powiązanie z jakością zarządzania

















The results of the pilot study presented in Figure 2 illustrate the problems in the effective operation of the prison system by 40% of the answers provided stating that rehabilitation measures for convicted prisoners are not successful and that prisoners are not rehabilitated after serving their prison sentence. It can be assumed that the flow of information between Prison Service officers or between the management level and officers is not managed properly and the data transmitted does not reach the recipients effectively as indicated by 40% of the responses, (do not know, difficult to say). 20% of respondents provided an answer indicating that rehabilitation measures have an effect and that the majority of inmates are rehabilitated after serving their sentence. On this basis, it is possible to formulate several hypotheses:

- It is presumed that the flow of information among the respondents does not work properly and that the information submitted by the sender does not reach the recipient.
- It can be assumed that the flow of information is not managed accurately, as it is apparent that the respondents do not hold the information.
- There is an indication that there are problems in the flow of information, the reason for which is the failure to keep or update statistics of rehabilitated persons who do not return to prison.
- It is presumed that the information on the process of preparing the convict for life at liberty in the case of respondents was not effectively communicated.

## Final conclusion

The pilot study does not enable to draw meaningful conclusions in Prison Service units of Prisons due to the fact that the group of respondents is not representative. However, the survey makes it possible to identify several areas for future research, among others, the area of research towards information management and its flow in Prison Service units and research towards the process of preparing the convict for life at liberty and conducting in-depth statistics on rehabilitated persons. The study demonstrates the importance of research in these areas and of taking further research steps in this direction in order to fill the research gap

and to test during the surveys the adequate role of information flow in rehabilitation activities in Prison Service units.

These issues will be addressed and developed in future publications in this area, undoubtedly the role of information flow is an important issue present in the field of organisational management as well as in the subject matter of the Prison Service units covered. Further directions of the publication may include examining of the Prison Service units as part of the qualitative and quantitative studies with representatives of the management level and officers on active duty in the units. The extent of the effectiveness of the rehabilitation of people deprived of their liberty and in prisons is also an area for further research.

Gaining in-depth information on the flow of information within the Prison Service units as well as demonstrating the importance of officers holding information on re-socialisation activities and their effectiveness will be of cognitive value. In the case of respondents, information on the information flow process was not effectively provided. It will be crucial to ask specific questions about the role and flow of information in rehabilitation activities:

5. Do you have access to information on current statistics of rehabilitated persons?
6. How do you assess the rehabilitation activities of persons deprived of their liberty in your unit?
7. How do you assess the flow of relevant information in your unit?
8. Is all the information provided in the unit clear for you?

