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## **The Effectiveness of Electronic Dalaw as a New Prison System in Caloocan City Jail in the Year 2020-2022: Basis for Analysis**

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### **Abstract**

*This study explored the implementation and impact of the Electronic Dalaw (e-Dalaw) system in Caloocan City Jail as an alternative to traditional visitation methods, focusing on the period from 2020 to 2022. The e-Dalaw system was developed to address logistical, security, and health challenges, particularly during the COVID-19 pandemic, by enabling virtual interactions between inmates and their families.*

*Using a descriptive-correlational research design, the study evaluates the system's effectiveness in enhancing the emotional well-being of persons deprived of liberty (PDLs), improving family connections, and promoting operational efficiency in prison management. Quantitative data were gathered through structured surveys, while qualitative insights were obtained from interviews with stakeholders, including inmates, their families, and prison staff.*

*The findings reveal that e-Dalaw significantly eases the emotional burden of separation, minimizes security risks, and enhances the overall visitation experience. However, challenges such as internet connectivity and technical disruptions were identified as barriers to full implementation. Despite these issues, the system demonstrated substantial benefits in reducing contraband risks, managing overcrowding during visitation, and providing cost-effective and safe communication solutions. The study concludes that while e-Dalaw has improved the operational and emotional aspects of prison management, refinements in technological infrastructure and user training are essential for its sustained success. These findings provide a basis for extending e-Dalaw to other correctional facilities nationwide, thereby contributing to the modernization of prison visitation systems in the Philippines.*

**Keywords:** *Penology, E-Dalaw, Implementation, COVID-19*

### **Introduction**

Electronic Dalaw at the Caloocan City Jail represents a groundbreaking shift in the approach to prison visitation in the Philippines. Face-to-face visits between inmates and their families have been essential but often challenging due to logistical, security, and health concerns, especially highlighted during the COVID-19 pandemic. Electronic Dalaw leverages digital technology to enable virtual visitations, addressing these issues by providing a safer, more efficient means of maintaining familial connections.

This innovative system aims to enhance the emotional and psychological well-being of inmates by allowing them to interact with their loved ones more frequently and conveniently.

Maintaining strong family ties is crucial for the rehabilitation process, and Electronic Dalaw offers a reliable solution that ensures regular communication despite physical barriers. The technology also helps alleviate the burden on prison staff by reducing the need for extensive security measures associated with physical visitations.

Beyond its immediate benefits for inmates and their families, Electronic Dalaw also presents significant advantages for the overall management of the Caloocan City Jail. The system reduces the risks associated with contraband smuggling and improves operational efficiency by streamlining the visitation process. This paper will delve into these aspects, providing a thorough evaluation of how Electronic Dalaw has impacted the jail's administration and security protocols.

This study aims to assess the broader implications of implementing Electronic Dalaw in correctional facilities nationwide. By analyzing the system's effectiveness in the Caloocan City Jail, the research seeks to determine its potential as a model for other institutions. The findings will offer insights into how technology can be harnessed to address longstanding challenges in the prison system, potentially revolutionizing the way inmate visitation is conducted across the Philippines.

**Methods**

The study used a descriptive research method employing a correlation technique. The use of descriptive method is because main objective is to Assess the impact of Electronic Dalaw on the mental health and emotional well-being of inmates in Caloocan City Jail from 2020 to 2022 and to Determine the effectiveness of Electronic Dalaw in improving operational efficiency and security measures within Caloocan City Jail and to investigate the effectiveness of Electronic Dalaw as a new prison system in other city and municipal jails, with a particular focus on its implementation in Caloocan City Jail.

Calmorin and Calmorin (2000). Describe that the descriptive method is appropriate whenever the object of any class varies among themselves, and one is interested in knowing the extent to which the different conditions obtain among these objects.

**Results**

This chapter established the presentation, analysis and interpretation of data gathered to determine the Effectiveness of electronic dalaw as a new prison system in Caloocan city jail.

**Table 1: Ang E-dalaw ay mabisa dahil:**

Ang E-dalaw ay mabisa dahil:	MEAN	SD
1. Napapagaan nito ang pananabik sa iyong pamilya.	3.52	3.11
2. Binabago nito ang ugali mula sa pagiging hindi aktibo sa kulungan patungo sa aktibong pakikilahok sa iba pang gawain sa kulungan.	3.2	2.86
3. Sapat ang oras na inilaan upang makipag-usap sa iyong mga pamilya.	2.34	2.02
4. Naililimitahan ng E-dalaw ang dami ng tao sa loob ng Caloocan City Jail.	3.38	2.98
5. Napananatili ng E-dalaw ang ugnayan ng pamilya	2.98	2.65
6. Mas maluwag ang E-dalaw kumpara sa tradisyonal na personal na pagbisita.	3.12	2.76
7. Sa pamamagitan ng e-dalaw, maiiwasan ng mga bisita ang panganib ng pagkakahawaan ng sakit, at nagdudulot ito ng kaginhawahan dahil hindi na kailangang magbiyahe.	3.24	2.86
8. Ang mga pag-uusap sa virtual na pagbisita ay ligtas	3.36	2.94
9. Ang mga pag-uusap sa virtual na pagbisita ay pribado.	3.24	2.85
10. Wala ring pagkagambala o mga teknikal na isyu sa virtual na sesyon ng pagbisita	2.52	2.27
<b>TOTAL</b>	<b>3.09</b>	<b>2.73</b>

The table presents the results of a survey assessing the effectiveness of E-dalaw (electronic visitation) in a correctional facility. The mean scores and standard deviations (SD) indicate the respondents' perceptions on various aspects of E-dalaw.

The highest mean score of 3.52 is attributed to the statement: "Napapagaan nito ang pananabik sa iyong pamilya" (It alleviates longing for your family). This suggests that respondents strongly believe that E-dalaw helps ease their longing for their families, implying a positive emotional impact.

Following closely is statement 4, with a mean score of 3.38: "Naililimitahan ng E-dalaw ang dami ng tao sa loob ng Caloocan City Jail" (E-dalaw limits the number of people inside Caloocan City Jail). This indicates that respondents perceive E-dalaw as a means of managing overcrowding in the jail, possibly leading to improved living conditions.

Statements 7, 8, and 9 also receive relatively high mean scores, suggesting that respondents see E-dalaw as a safe, secure, and private method of communication, which aligns with the benefits of virtual visitation, particularly in mitigating health risks and maintaining confidentiality.

Statement 10 receives the lowest mean score of 2.52: "Wala ring pagkagambala o mga teknikal na isyu sa virtual na sesyon ng pagbisita" (There are no disruptions or technical issues in virtual

visitation sessions). This implies that respondents have encountered technical challenges or disruptions during E-dalaw sessions, highlighting a potential area for improvement in the implementation of virtual visitation systems. The results suggest that E-dalaw is perceived positively by respondents, particularly regarding emotional support, crowd management, safety, and privacy, despite some challenges with technical issues.

**Table 2. Ano ang antas ng bisa ng electronic dalaw sa Caloocan City Jail?**

	MEAN	SD
1. Gaano kabisa ang e-dalaw sa pananabik mo sa iyong pamilya?	2.44	2.11
2. Paano binabago nito ang iyong ugali mula sa pagiging hindi aktibo sa kulungan patungo sa aktibong pakikilahok sa iba pang gawain sa kulungan.	2.6	2.24
3. Paano mo iri-rate ang bagong sistema ng e-dalaw sa Caloocan City Jail bilang paraan ng pagbisita?	2.76	2.35
4. Gaano kabisa ang e-dalaw kumpara sa lumang sistema ng pagbisita?	2.02	1.64
5. Sapat ba ang haba ng oras na ibinibigay para sa e-dalaw?	2.14	1.74
6. Gaano kabisa ang electronic dalaw sa bilang bagong sistema ng pagbisita?	2.56	2.18
7. Gaano kabisa ang electronic dalaw upang mabawasan ang dami ng tao sa kulungan sa oras ng pagbisita.	2.8	2.46
8. Gaano kabisa ang electronic dalaw upang mabawasan ang oras na ginugugol sa normal na pagbisita.	2.98	2.63
9. Gaano kabisa ang electronic dalaw upang mabigyan ng pagkakataon na makausap ang iyong pamilya.	2.56	2.20
10. Gaano kabisa ang electronic dalaw upang maiwasan ng mga bisita ang panganib ng pagkakahawaan ng sakit, at nagdudulot ito ng kaginhawahan dahil hindi na kailangang magbiyahe.	3.18	2.78
<b>TOTAL</b>	<b>2.60</b>	<b>2.23</b>

The highest mean score of 3.18 is attributed to statement 10: "Gaano kabisa ang electronic dalaw upang maiwasan ng mga bisita ang panganib ng pagkakahawaan ng sakit, at nagdudulot ito ng kaginhawahan dahil hindi na kailangang magbiyahe" (How effective is electronic visitation in preventing visitors from the risk of disease transmission, providing convenience by eliminating the need to travel). This indicates that respondents strongly perceive e-dalaw as effective in reducing health risks and offering convenience by eliminating travel.

Statements 8 and 7 also obtained relatively high mean scores of 2.98 and 2.8, respectively. Statement 8 focuses on the effectiveness of e-dalaw in reducing the time spent on regular visits, suggesting it is perceived as somewhat effective in saving time compared to traditional visits. Statement 7 evaluates its effectiveness in

reducing the number of people in the facility during visitation hours, indicating respondents believe it helps manage overcrowding to some extent.

Statement 4 receives the lowest mean score of 2.02: "Gaano kabisa ang e-dalaw kumpara sa lumang sistema ng pagbisita" (How effective is e-dalaw compared to the old visitation system). This suggests that respondents perceive e-dalaw to be less effective than the traditional visitation system, possibly indicating dissatisfaction or perceived shortcomings in the new electronic system.

The results from Table 2 suggest mixed perceptions regarding the effectiveness of e-dalaw in Caloocan City Jail, with strengths noted in disease prevention, convenience, and aspects of visitation management, while facing challenges relative to traditional methods and other operational aspects.

**Table 3. Gaano ka kasang ayon sa sistema ng e-dalaw?**

Indicators	MEAN	SD
1. Epektibo ba ang paggamit ng E-dalaw?	3.02	2.65
2. Madali ba ang paghingi ng E-dalaw upang maiwasan ang homesickness?	2.48	2.24
3. Sa iyong palagay, may malaking epekto ba ang E-dalaw sa mga pamilya ng na nasa malalayong lugar?	2.78	2.42
4. Epektibo ba ang E-dalaw sa pagbawas ng kontrabando sa loob ng pasilidad?	3.36	2.93
5. Maluwag ba E-dalaw kumpara sa Ordinaryong Dalaw?	2.96	2.62
6. Mas gusto mo ba ang E-dalaw kumpara sa Ordinaryong Dalaw?	2.22	1.93
7. Mas mahirap ba ang Ordinaryong dalaw kumpara sa E-dalaw?	2.56	2.30
8. Mas hinihiling nyo ba ang ordinaryong dalaw?	3.4	2.97
9. Praktikal ba ang Ordinaryong Dalaw sa usaping family bonding kumpara sa E-dalaw?	3.18	2.81
10. Ang Ordinaryong dalaw ba ay may mas positibong epekto kesa sa E-dalaw?	3.18	2.79
<b>TOTAL</b>	<b>2.91</b>	<b>2.56</b>

The results indicate varied perceptions regarding the e-dalaw system in Caloocan City Jail. The highest mean score of 3.36 is found in statement 4: "Epektibo ba ang E-dalaw sa pagbawas ng kontrabando sa loob ng pasilidad?" (Is e-dalaw effective in reducing contraband inside the facility). This suggests that respondents perceive e-dalaw as having a positive impact on security by potentially reducing contraband, highlighting a perceived strength in maintaining facility regulations.

Statements 1 and 5 likewise attained relatively high mean scores of 3.02 and 2.96, respectively. Statement 1 evaluates the overall effectiveness of e-dalaw, indicating moderate agreement among respondents that the system is effective. Statement 5 compares the comfort level between e-dalaw and ordinary visitations, suggesting that e-dalaw is perceived as somewhat more comfortable than traditional visits.

On the other hand, statement 6 receives the lowest mean score of 2.22: "Mas gusto mo ba ang E-dalaw kumpara sa Ordinaryong Dalaw?" (Do you prefer e-dalaw over traditional visits?). This indicates that respondents generally do not prefer e-dalaw over traditional visits, possibly due to personal preference or perceived shortcomings of the electronic system.

The results in Table 3 reflect a mixed perception of e-dalaw among respondents regarding effectiveness, comfort, and preference compared to traditional visitation methods. While there are perceived strengths in security enhancement and comfort, there remains skepticism or preference towards traditional methods for certain aspects like family bonding and overall positive impact.

**Table 4. Anong antas ng kaseryosohan ang mga problemang nararanasan sa pagpapatupad ng E-dalaw?**

Indicators	MEAN	SD
1. Madali nyo bang natutunan ang paggamit ng teknolohiyang E-Dalaw?	2.54	2.21
2. Ang E-dalaw ba ay may malakas na koneksyon sa internet tuwing ginagamit ito?	2.58	2.22
3. May sapat bang mga gadgets na magagamit sa E-dalaw?	2.48	2.14
4. Nagagamit rin ba ng mga pamilya mula sa malalayong lugar ang E-Dalaw?	2.76	2.37
5. Marami bang reklamo laban sa E-dalaw mula sa inyong pamilya?	2.22	1.85
6. Tinugunan ba ng lahat ang paggamit ng E-dalaw sa oras ng pagbisita?	2.72	2.38
7. Ang internet provider ba ng Caloocan City Jail ay walang limitasyon sa mbps para sa paggamit ng E-dalaw?	2.78	2.41
8. Ang internet ba ang pangunahing problema na nararanasan sa paggamit ng E-dalaw?	3.00	2.60
9. Sapat ba ang oras Ninyo tuwing ginagamit ang E-dalaw?	2.78	2.37
10. Mayroon bang papel ang E-dalaw sa mga bagong inobasyon ng sistema ng sa Caloocan City Jail?	2.68	2.32
<b>TOTAL</b>	<b>2.65</b>	<b>2.29</b>

The results indicate moderate levels of seriousness regarding the challenges associated with the implementation of e-dalaw in Caloocan City Jail. The highest mean score of 3.00 is found in statement 8: "Ang internet ba ang pangunahing problema na nararanasan sa paggamit ng E-dalaw?" (Is internet connectivity the main problem experienced in using e-dalaw?). This suggests that respondents perceive internet connectivity issues as a significant challenge, potentially affecting the reliability and usability of e-dalaw.

Statements 7 and 9 also receive relatively high mean scores of 2.78, indicating concerns related to internet speed and the adequacy of time allocated for e-dalaw sessions, respectively. These factors are crucial for ensuring smooth communication and effective use of the e-dalaw system.

Statement 5 receives the lowest mean score of 2.22: "Marami bang reklamo laban sa E-dalaw mula sa inyong pamilya?" (Are there many complaints against e-dalaw from your family?). This suggests that respondents report fewer complaints from their families regarding e-dalaw, indicating relatively satisfactory user experiences from the family's perspective.

The results in Table 4 highlight significant challenges, including internet connectivity issues and time constraints, that affect the effectiveness and reliability of e-dalaw in the correctional facility. While there are concerns, complaints from families appear to be minimal, suggesting a potential area of stability in user satisfaction despite operational challenges.

### Discussion

The research findings highlight that Electronic Dalaw (E-Dalaw) provides significant emotional, security, and operational benefits for inmates, their families, and jail administration at Caloocan City Jail. It helps alleviate inmates' longing for their families, reduces overcrowding, and minimizes contraband smuggling, making jail management more efficient. Additionally, it enhances health safety by preventing disease transmission and offers

convenience by eliminating travel requirements for visitors.

However, technical challenges such as internet connectivity issues and session disruptions hinder its full effectiveness. Moreover, despite its benefits, many inmates and families still prefer traditional face-to-face visits, as virtual interactions cannot fully replace personal connections.

Overall, E-Dalaw is a promising innovation in the prison system, but infrastructure improvements and a hybrid visitation model (combining physical and virtual visits) could enhance its effectiveness and acceptance in correctional facilities.

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