



REPUBLIC OF UGANDA
MINISTRY OF INTERNAL AFFAIRS
Uganda Prisons Service
Public Perception Survey - 2025
Summary

PUBLIC PERCEPTION SURVEY REPORT 2025

Uganda Prisons Service

Establishment:

- Article 215 of the Constitution of the Republic of Uganda
- UPS is charged with the role of providing safe, secure and humane custody of prisoners and rehabilitation of offenders

Vision

- A Centre of excellence in providing human rights based correctional services in Africa.

Mission

- To provide safe, secure, and humane custody of offenders while placing human rights at the Centre of their correctional programmes.
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Functions and Mandate of UPS

The Prisons Act, 2006 provides spells out the duties of the UPS as to protect, promote and fulfill the rights of those incarcerated.

- To ensure that every person retained legally in a prison is kept in humane, safe custody, provided in court when required until lawfully discharged or removed from prison.
 - To facilitate the social rehabilitation and reformation of prisoners through specific training and educational programmes.
 - To facilitate the re-integration of prisoners into their communities.
 - To ensure performance by prisoners of work reasonably necessary for the effective management of prisons.
 - To perform other such functions as the Minister after consultation with the Prisons Authority, may from time to time assign to the service
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Objective of the Study

- Assessed the public's knowledge of the UPS vision, mission, mandate and services Delivered;
 - Assessed the public's access to information about Uganda Prisons Services,
 - Assessed the public perceptions regarding UPS execution of its mandate;
 - Assessed the public Level of satisfaction with the services provided by UPS; i.e. the services that are satisfactory and those that are not with reasons why?
 - Provided recommendations on what should be done to ensure effective service delivery;
 - Assessed the performance of UPS Versus the other JLOS organs
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Rationale of the Survey

- Identifies the information required to address organizational and service issues. This is because the information gathered can be used to inform on the strengths, weaknesses and opportunities that an organization can use to better its service delivery and satisfy the beneficiaries.
 - Weighs public understanding and opinion on a particular issue. It helps the services/goods providers to realize what and how much importance people attach to certain things so they can focus their provision on relevant issues.
 - Reflects public concerns, beliefs and values. The way people perceive things is different and thus the public perception survey enables us know how the public reacts to certain interventions/activities and thus know their response.
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Study Design

- The Public Relations Office employed a descriptive cross-sectional study design
 - It used highly participatory mixed methods of data collection i.e., both qualitative and quantitative methods of data collection
 - Analysis was used in addressing the survey objectives.
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Targeted Respondents

- Family, friends and colleagues of offenders
 - Complainants and victims of crime
 - Community leaders
 - Community members
 - Civil society organizations, faith-based organizations and volunteers
 - Government and JLOS officials
 - Prison workers
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Sampling Method and sample size determination

- Both Random and Non-random methods of sampling were used in determining the sample of respondents to participate in the study.
 - Non-random methods, i.e., purposive sampling, used in the identification of key informants and participants of the Focus Group Discussion (FGD).
 - The Taro Yamane (1967) formula, was used to ensure that all the respondents had equal chances of being selected. The sample obtained was the number of participants.
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Taro Yamane (1967) formula

$$n = \frac{z^2 (1-p)}{z^2 (1-P) + N(e)^2}$$

- Whereby; N is the number of total targeted beneficiaries in each district (community sites of operation).
- “e “is the level of precision. z = the value of the standard normal variable given the chosen confidence level.
- P is the proportion or degree of variability/success estimated
- A population of 4,739,307 was drawn from the selected districts and substituted with the formula
- The population was as per Uganda statistics (UBOS, 2014)

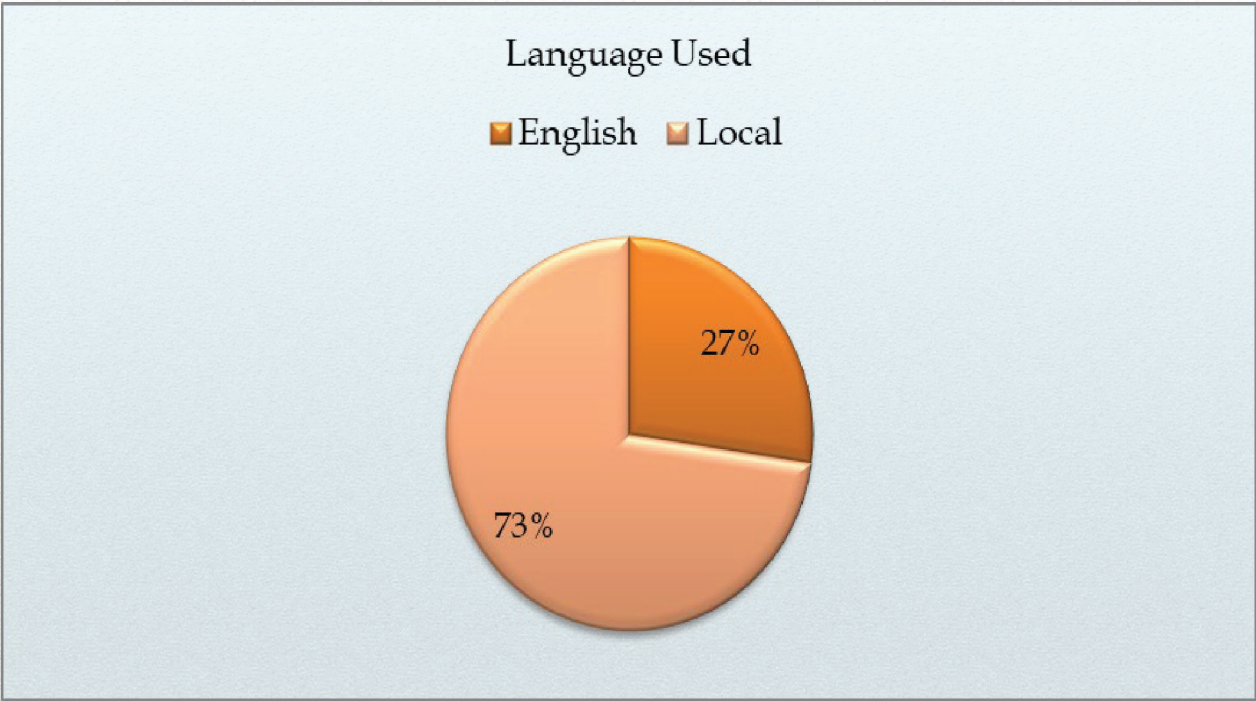
District	Number of Households	Number of samples
Kampala	469,625	132
Mukono	145,575	67
Mubende	151,985	70
Jinja	460,653	132
Mbale	109,537	50
Soroti	290,928	92
Moroto	22,506	10
Gulu	425,094	90
Lira	89,297	41
Arua	775,080	80
Masindi	281,753	65
Fort Portal	463,744	96
Masaka	75,306	35
Mbarara	460,748	182
Kabale	517,476	107
Total	4,739,307	1067

Demographic Characteristics

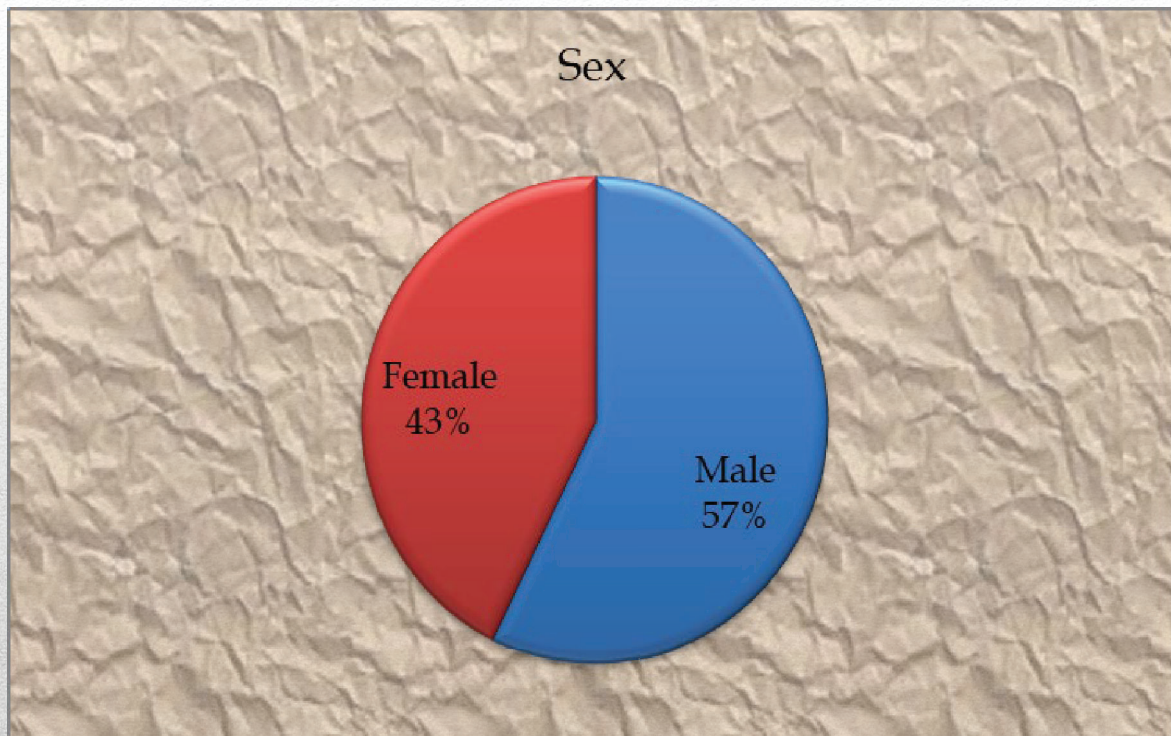
Districts

District	Frequency	Percentage (%)
Kampala	144	11.3
Mukono	67	5.3
Mubende	71	5.6
Jinja	135	10.6
Mbale	50	3.9
Soroti	92	7.2
Moroto	15	1.2
Gulu	93	7.3
Lira	41	3.2
Arua	80	6.3
Masindi	65	5.1
Fort Portal	96	7.5
Masaka	35	2.7
Mbarara	182	14.3
Kabaale	107	8.4
Total	1273	100.0

Language used



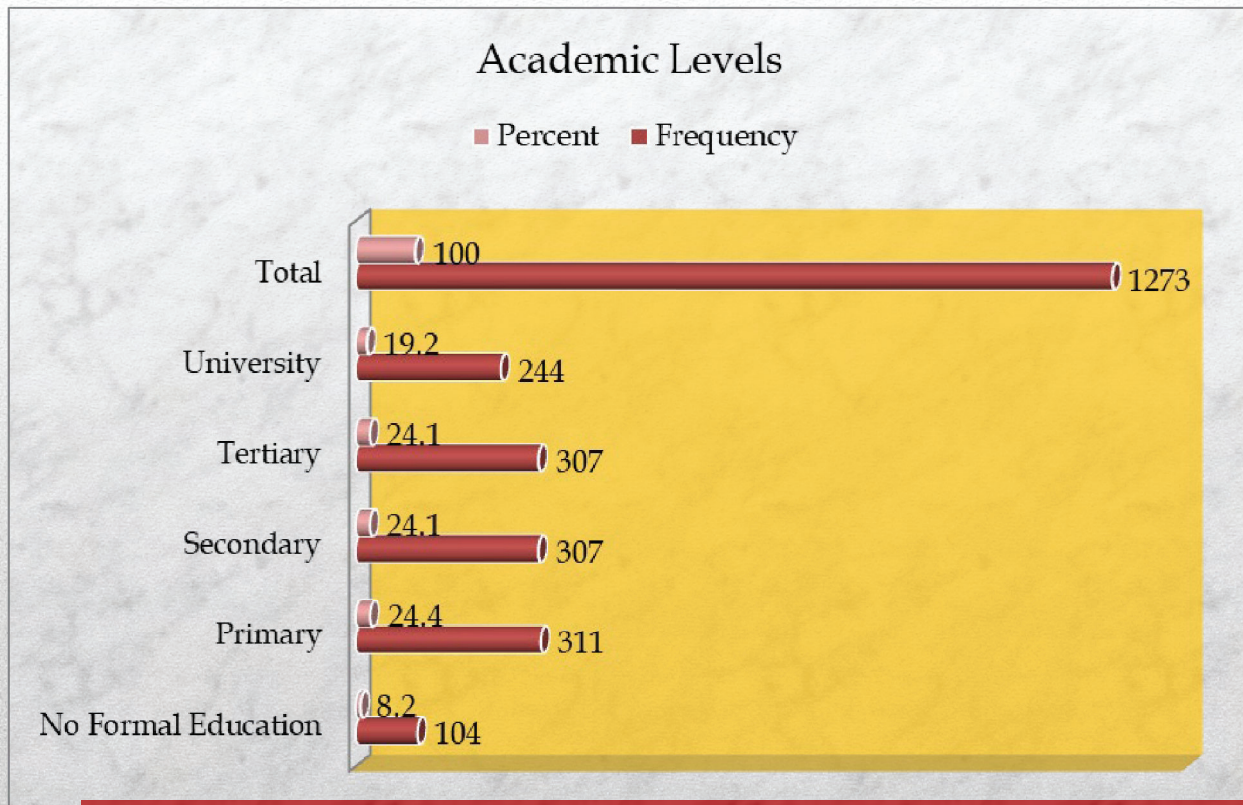
Sex of the Respondents



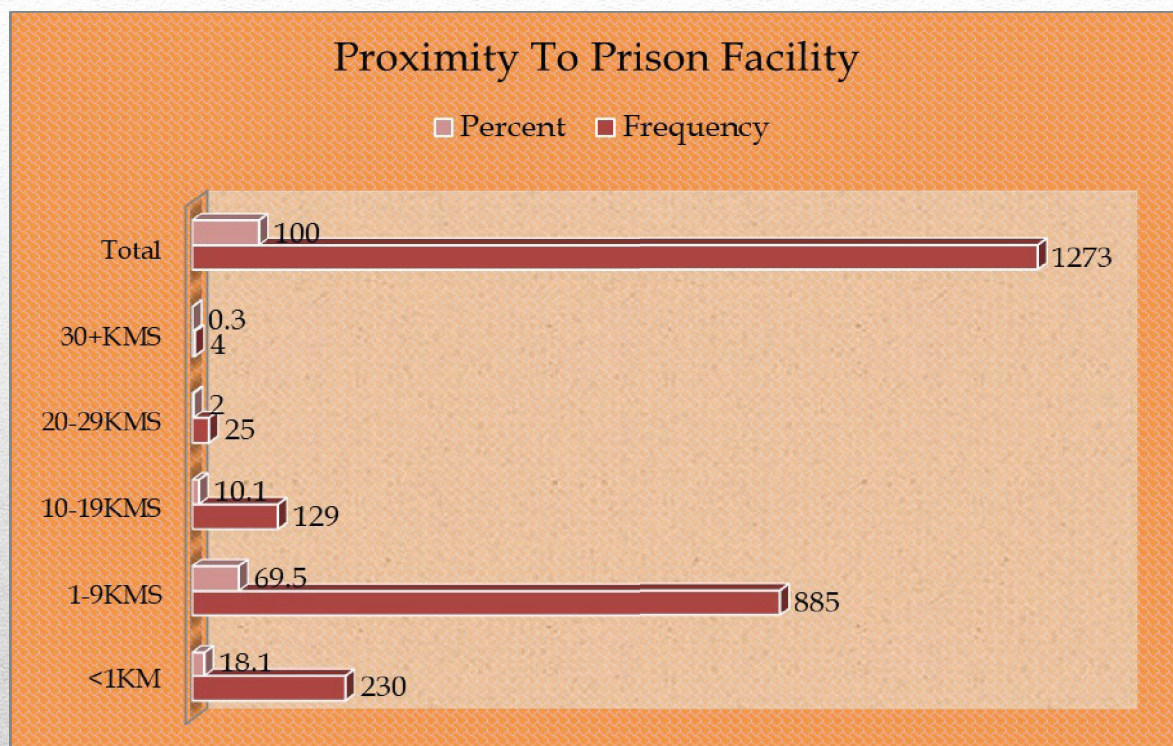
Age Groups of the Respondents

Age group	Frequency	Percentage
18-24	253	19.9
25-34	406	31.9
35-44	234	18.4
45-54	230	18.1
55+	150	11.8
Total	1273	100.0

Highest Academic Levels



Proximity to a nearest Prison Facility

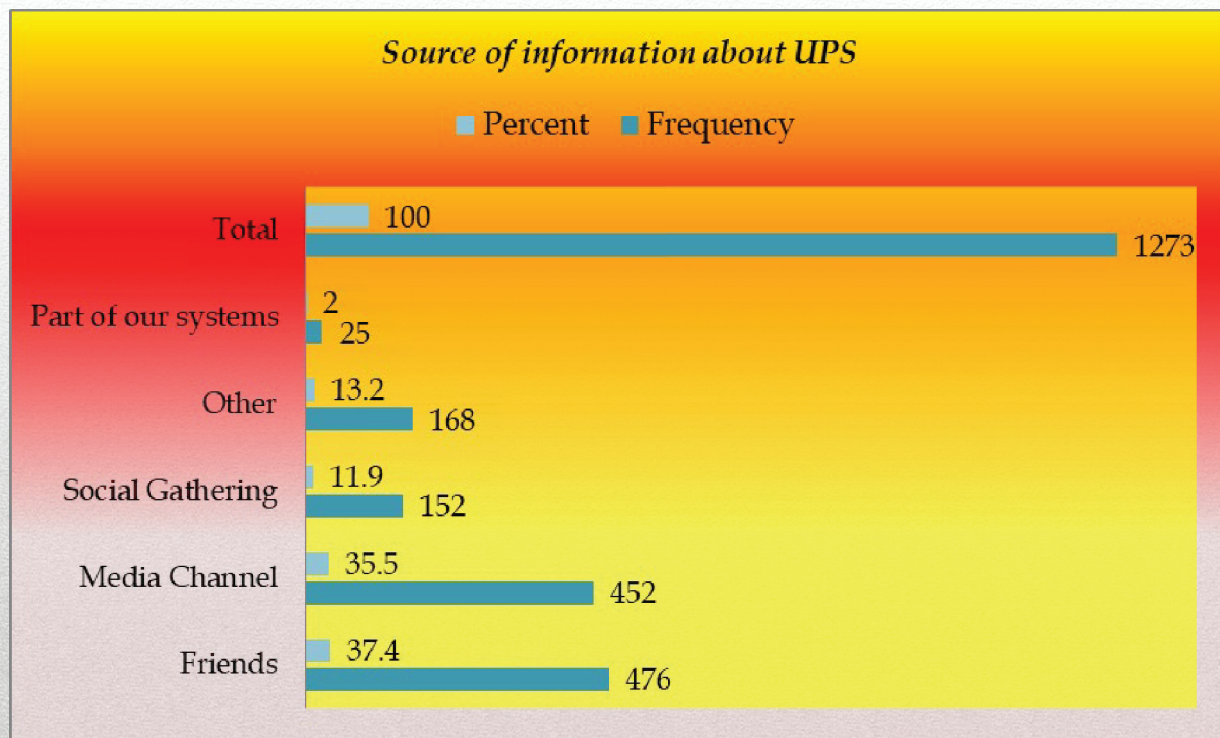


THE PUBLIC'S KNOWLEDGE OF THE UPS VISION, MISSION, MANDATE AND SERVICES

Interaction with UPS

Opinion	Yes (%)	No (%)	Undecided (%)
Have you, or your close relative/friend ever been imprisoned?	805 (63.2)	448 (35.2)	20 (1.6)
Ever visited any Uganda Prisons facility?	865 (67.9)	408 (32.1)	
Have you ever heard about the Services offered by Uganda Prisons Service?	1172(92.1)	75 (5.9)	26 (2.0)

Source of Information about UPS



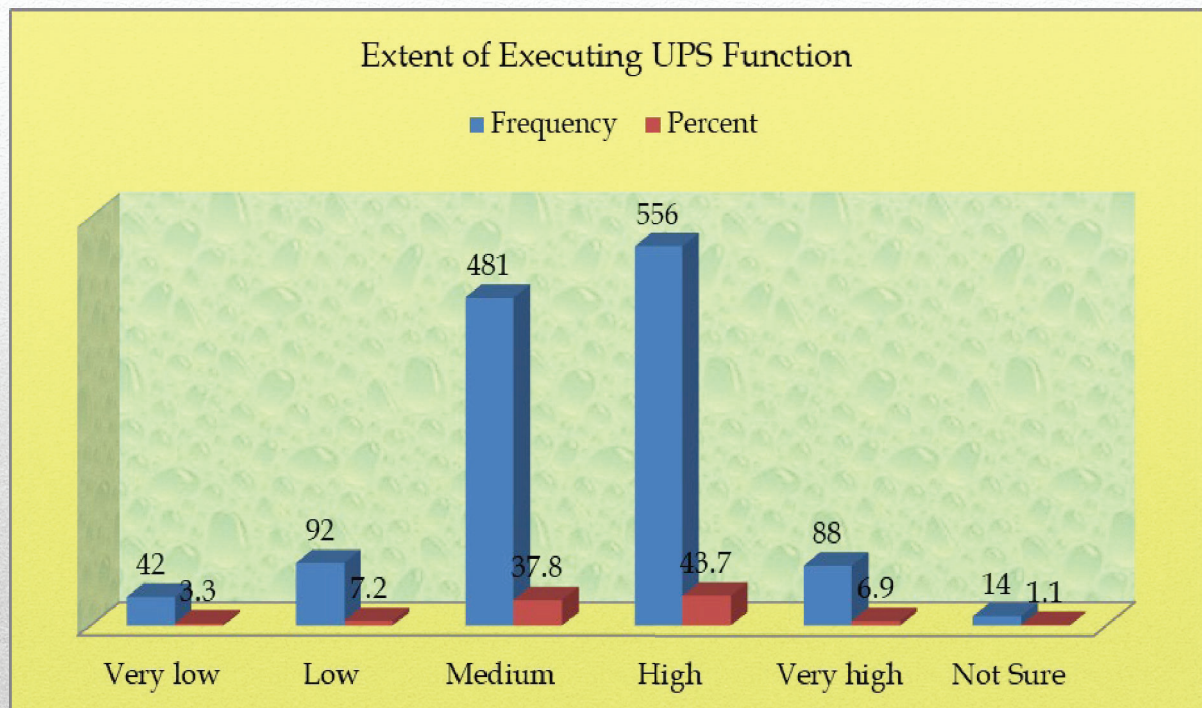
Knowledge on the main Function of UPS

	Frequency	Percent
Protection of all members of society	68	5.3
Providing reasonable, safe, secure and humane custody	862	67.7
Not Sure	70	5.5
Rehabilitation of offenders	238	18.7
Other	16	1.3
Punish offenders	19	1.5
Total	1273	100.0

Knowledge on other Component Functions of UPS

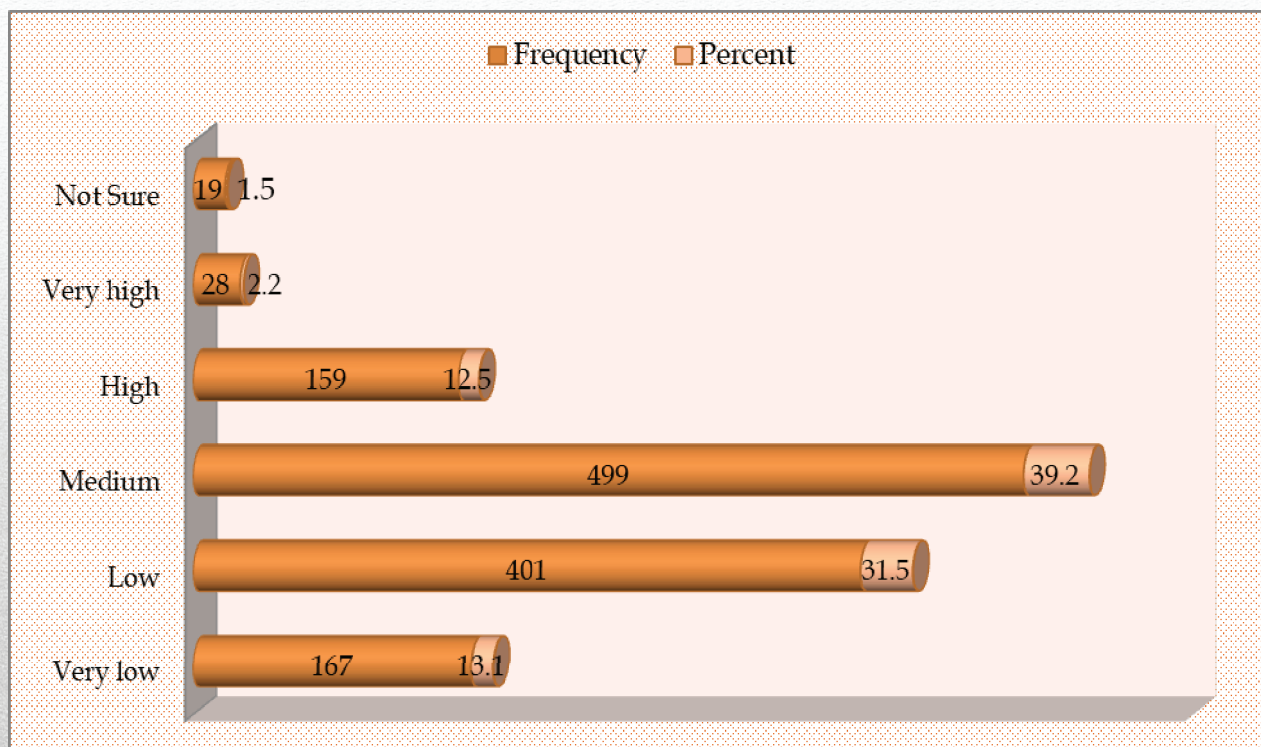
	Frequency	Percent
Protection of all members of society	85	6.7
Providing reasonable, safe, secure and humane custody	312	24.5
Not Sure	148	11.6
Rehabilitation of offenders	704	55.3
Other	24	1.9
Total	1273	100.0

The extent people think UPS executes its function

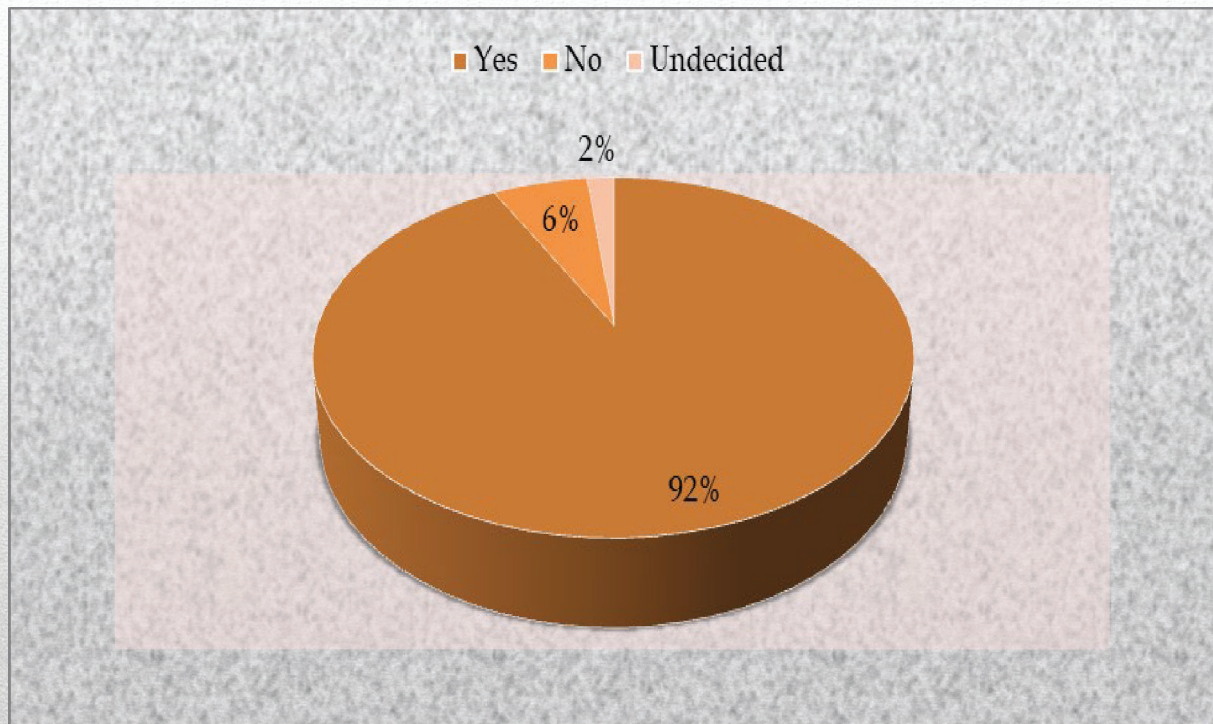


THE LEVEL OF UNDERSTANDING OF THE FUNCTION OF UPS

The Individual Level of Understanding of the UPS Functions

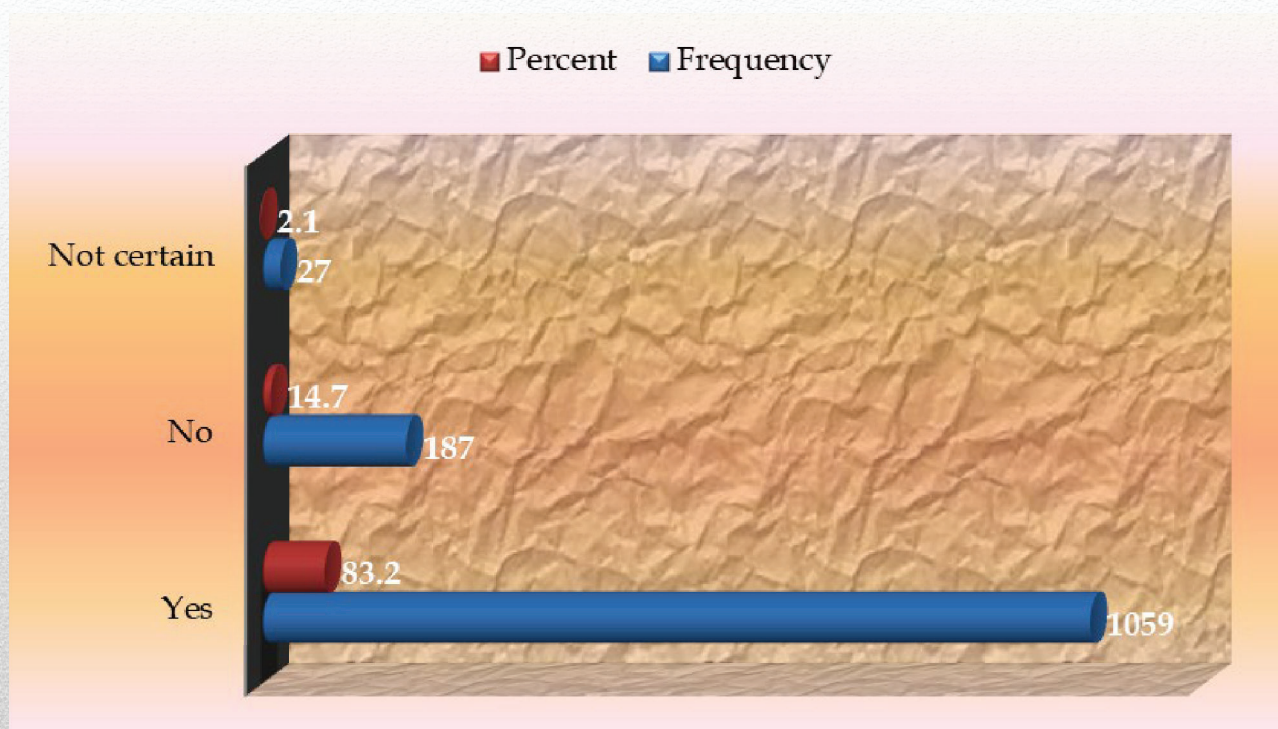


Wish to know more about UPS

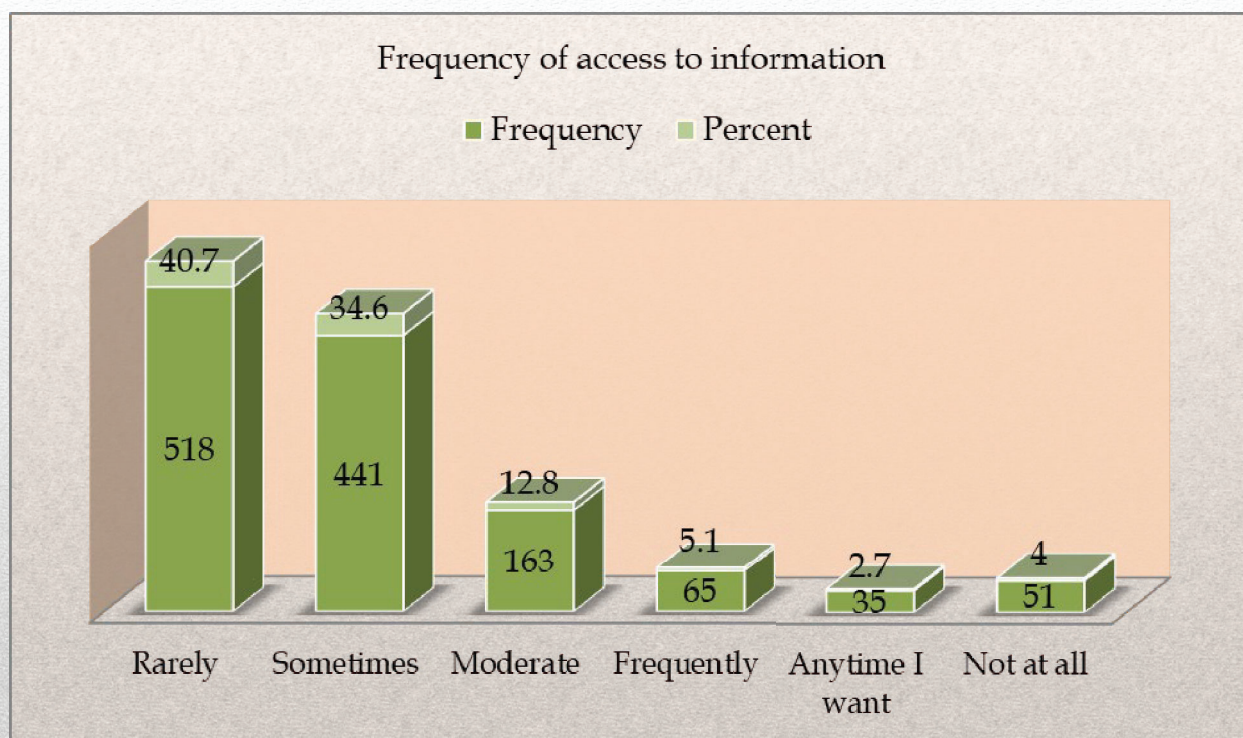


THE PUBLIC'S ACCESS TO INFORMATION ABOUT UGANDA PRISONS SERVICES

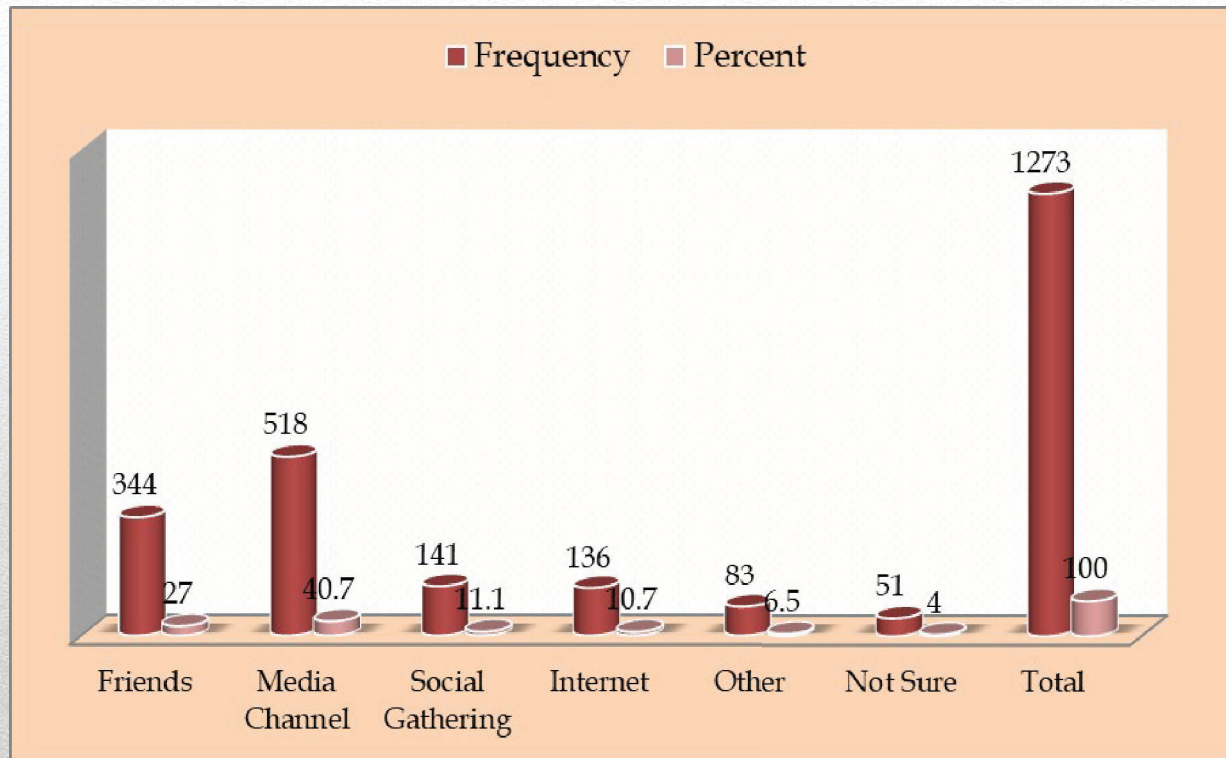
Getting information about Uganda Prisons



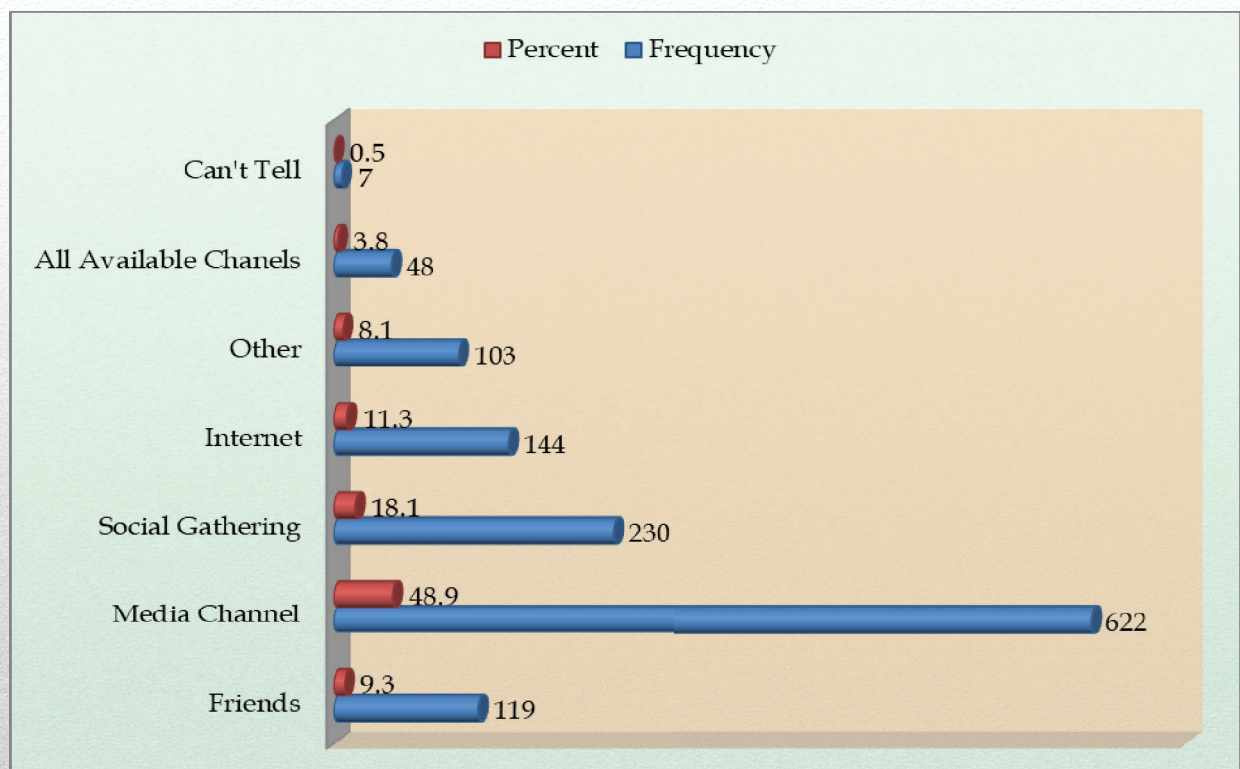
How often do you get information about UPS?



Where do you normally access information about UPS from?



The appropriateness of the channels as the source of information about UPS



The Kind of Information Commonly Aailed

	Frequency	Percentage
Custodial Services	280	22.0
Correctional programmes	215	16.9
Rehabilitation programmes	283	22.2
Staff Welfare	177	13.9
Farming programmes	159	12.5
Prisons Statistics	40	3.1
Industrial Services	8	0.6
Other	56	4.4
Not Sure	55	4.3
Total	1273	100.0

The Commonly Shared UPS Services

	Frequency	Percentage
Custodial Services	463	36.4
Correctional programmes	149	11.7
Rehabilitation programmes	157	12.3
Staff Welfare	178	14.0
Farming programmes	84	6.6
Prisons Statistics	103	8.1
Industrial Services	28	2.2
Other	92	7.2
Not Sure	19	1.5
Total	1273	100.0

Adequacy of the Accessed Information about UPS.

	Frequency	Percentage
Very Adequate	151	11.9
Adequate	375	29.5
Somehow Adequate	377	29.6
Inadequate	292	22.9
Very Inadequate	38	3.0
Not Sure	40	3.1
Total	1273	100.0

Information got and the UPS Picture

	Frequency	Percentage
Not at all	58	4.6
Somehow	439	34.5
Not sure	221	17.4
To a greater extent	443	34.8
Very much reflecting	82	6.4
Some items are left out	30	2.4
Total	1273	100.0

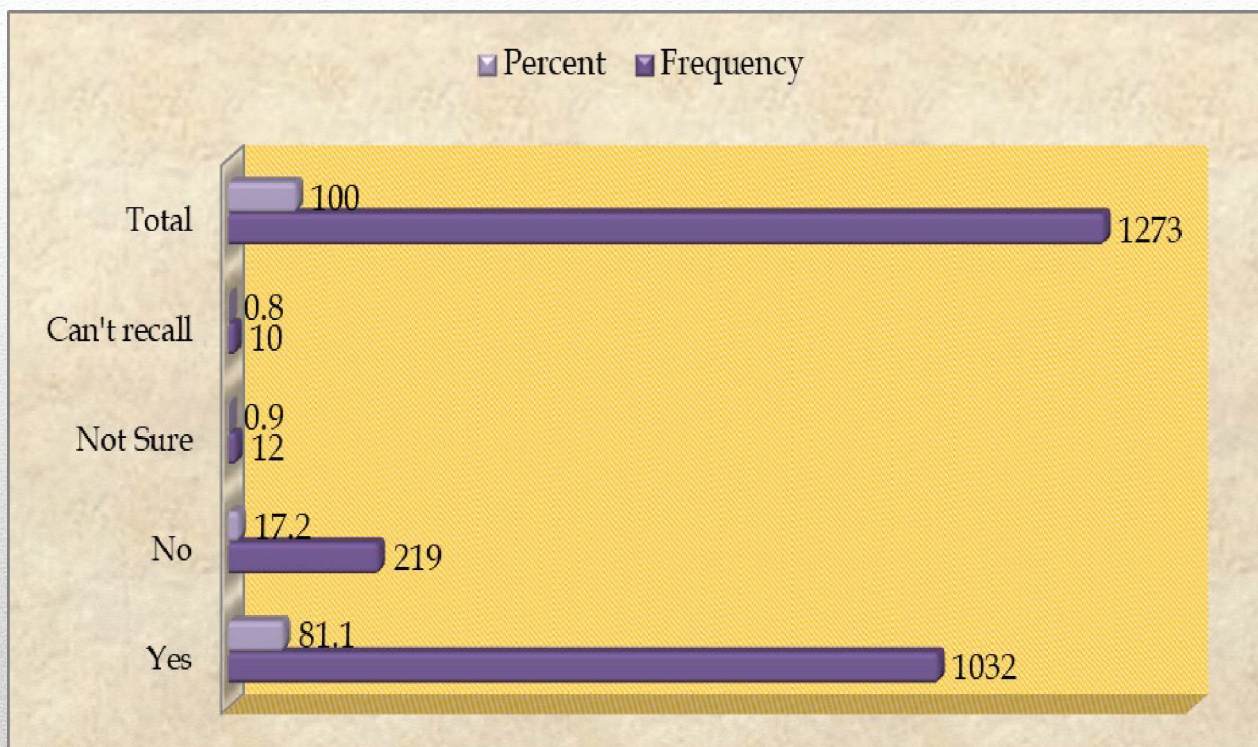
THE PUBLIC PERCEPTIONS REGARDING UPS EXECUTION OF ITS MANDATE

Perception of Execution of UPS' Mandate

	N	Minimum	Maximum	Mean	Std. Deviation
How would you rate UPS' providing safe, secure and humane custody of prisoners?	1273	1.0	5.0	3.144	.8870
At what level of UPS in facilitating the rehabilitation and reformation of prisoners through training activities and educational programmes into law abiding and productive citizens	1273	1.0	5.0	3.117	.8192
To what extent is UPS facilitating re-integration of prisoners into their communities so as to successfully continue lives as normal and better people after incarceration?	1273	1.0	5.0	3.071	.7547
At what level do you think UPS is ensuring that the performance and conduct of prisoners is reasonable and acceptable for the effective management of prisons?	1273	1.0	5.0	3.258	.8162
To what extent are the prisoners' human rights upheld in prison?	1273	1.0	5.0	2.748	.9945

PUBLIC LEVEL OF SATISFACTION WITH THE SERVICES PROVIDED BY UPS

Interaction with the Prisons System



The reason for interacting with the UPS systems

	Frequency	Percentage
Was imprisoned	101	7.9
To visit inmate	503	39.5
To visit a prisons staff	117	9.2
Closer to the prisons facility	329	25.8
Other	119	9.3
Medical Services	104	8.2
Total	1273	100.0

Frequency of interacting with the UPS systems

	Frequency	Percentage
Don't remember	127	10.0
To a less extent	499	39.2
Once in a while	315	24.7
Sometimes	185	14.5
Always	51	4.0
Anytime I want	96	7.5
Total	1273	100.0

The trend of UPS Services

	Frequency	Percentage
Can't tell	255	20.0
Deteriorating	63	4.9
Stagnating	147	11.5
Somehow improving	563	44.2
Greatly improving	238	18.7
Unpredictable	7	.5
Total	1273	100.0

IMPORTANCE OF THE UGANDA PRISONS SERVICE SERVICES

Importance of UPS services to the Society

	N	Minimum	Maximum	Mean	Std. Deviation
Safe custody of inmates	1273	1.0	5.0	3.194	1.1564
Health of inmates	1273	1.0	5.0	2.775	1.1319
Observation of prisoners' rights	1273	1.0	5.0	2.600	1.1741
Rehabilitation services	1273	1.0	5.0	2.918	1.0875
Reintegration of inmates back in societies	1273	1.0	5.0	2.867	1.0642
Farming programmes	1273	1.0	5.0	3.524	1.1044
Educational programmes	1273	1.0	5.0	2.946	1.1318
Industrial programmes	1273	1.0	5.0	3.286	1.1519
Safety of prisons staff	1273	1.0	5.0	3.539	.9763
Safety of the public	1273	1.0	5.0	3.422	1.1203

Importance of the Farming Programmes to the Inmates

	Frequency	Percentage
No Importance	32	2.5
Provide food	741	58.2
Not Sure	74	5.8
Enhance productivity	191	15.0
Contribute to rehabilitation	213	16.7
Other	22	1.7
Total	1273	100.0

The importance of UPS Farms to Government

	Frequency	Percentage
No importance	28	2.2
Reduce costs of feeding inmates	434	34.1
Not sure	140	11.0
Farming skills for all	86	6.8
Part of rehabilitation of inmates	149	11.7
Improve on country's productivity	428	33.6
Other	8	.6
Total	1273	100.0

Importance of UPS Farms to the Surrounding Communities

	Frequency	Percentage
No importance	274	21.5
Provide food	361	28.4
Not Sure	203	15.9
Access of farm inputs	96	7.5
Farming Skills	314	24.7
Reintegration of inmates in society	23	1.8
Other	2	.2
Total	1273	100.0

The importance of Industrial Services to the inmates

	Frequency	Percentage
No importance	32	2.5
Skills enhancement	648	50.9
Source of income	364	28.6
Don't know	79	6.2
Rehabilitation of inmates	150	11.8
Total	1273	100.0

The importance of UPS Industrial Services to the Government

	Frequency	Percentage
No importance	27	2.1
Skills Development	326	25.6
Source of income	556	43.7
Don't know	164	12.9
Rehabilitation of inmates	98	7.7
Cost reduction on purchases	102	8.0
Total	1273	100.0

Importance of Industrial Services to the Community Members

	Frequency	Percentage
No importance	117	9.2
Skills Development	279	21.9
Source of quality products	626	49.2
Don't know	127	10.0
Rehabilitation of inmates	74	6.5
Cost reduction on maintenance	40	3.1
Total	1273	100.0

CLIENT CARE AND PRISONS' BRANDING

UPS Client Care and Branding

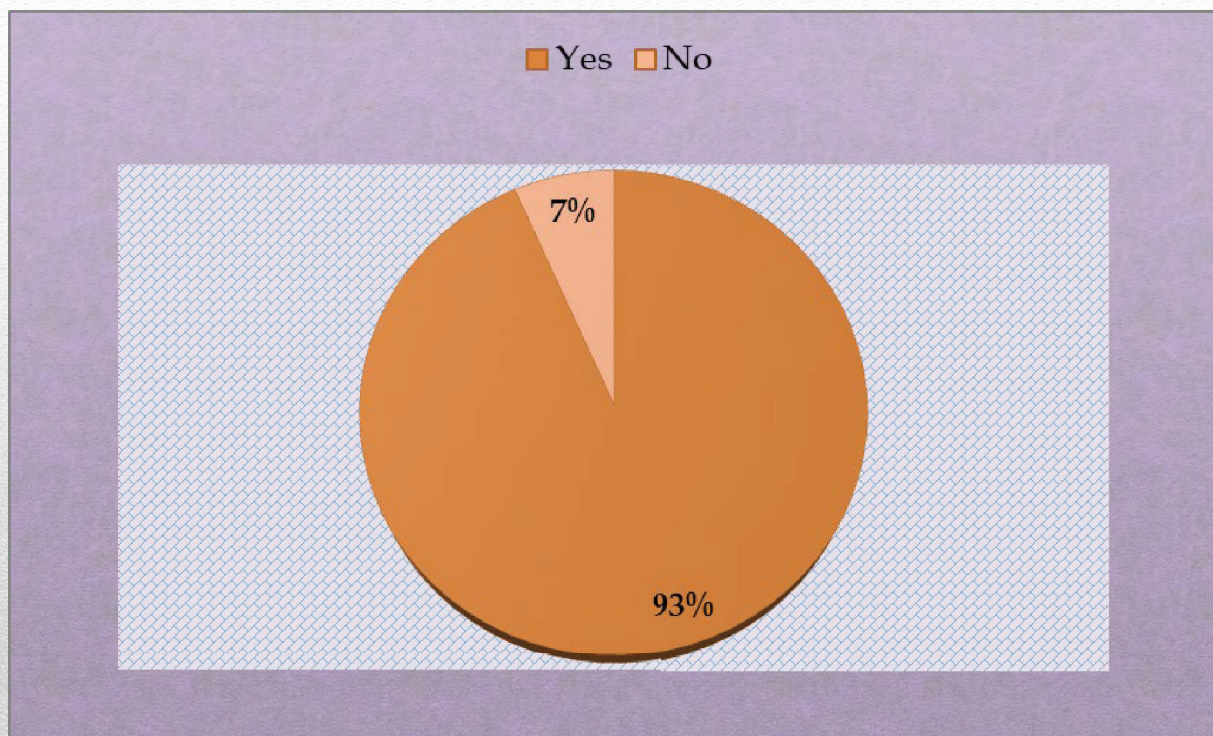
	N	Minimum	Maximum	Mean	Std. Deviation
Treatment of visitors	1273	1.0	5.0	3.311	1.0680
Response to inquiries	1273	1.0	5.0	2.979	1.1047
Time taken to handle a client	1273	1.0	5.0	2.927	1.0889
Payment of goods and services rendered to UPS	1273	1.0	5.0	2.847	.8880
Access to information	1273	1.0	5.0	2.725	1.0727
Discipline of UPS staff	1273	1.0	5.0	3.808	.9720
Design of UPS staff uniform	1273	1.0	5.0	4.144	.8590
Colour of UPS staff uniform	1273	1.0	5.0	4.214	.9208
UPS Parade	1273	1.0	5.0	4.155	1.0010
UPS band	1273	1.0	5.0	4.306	.9608
Sports	1273	1.0	5.0	3.399	1.2902

Ex-Inmates' Benefit from UPS Services

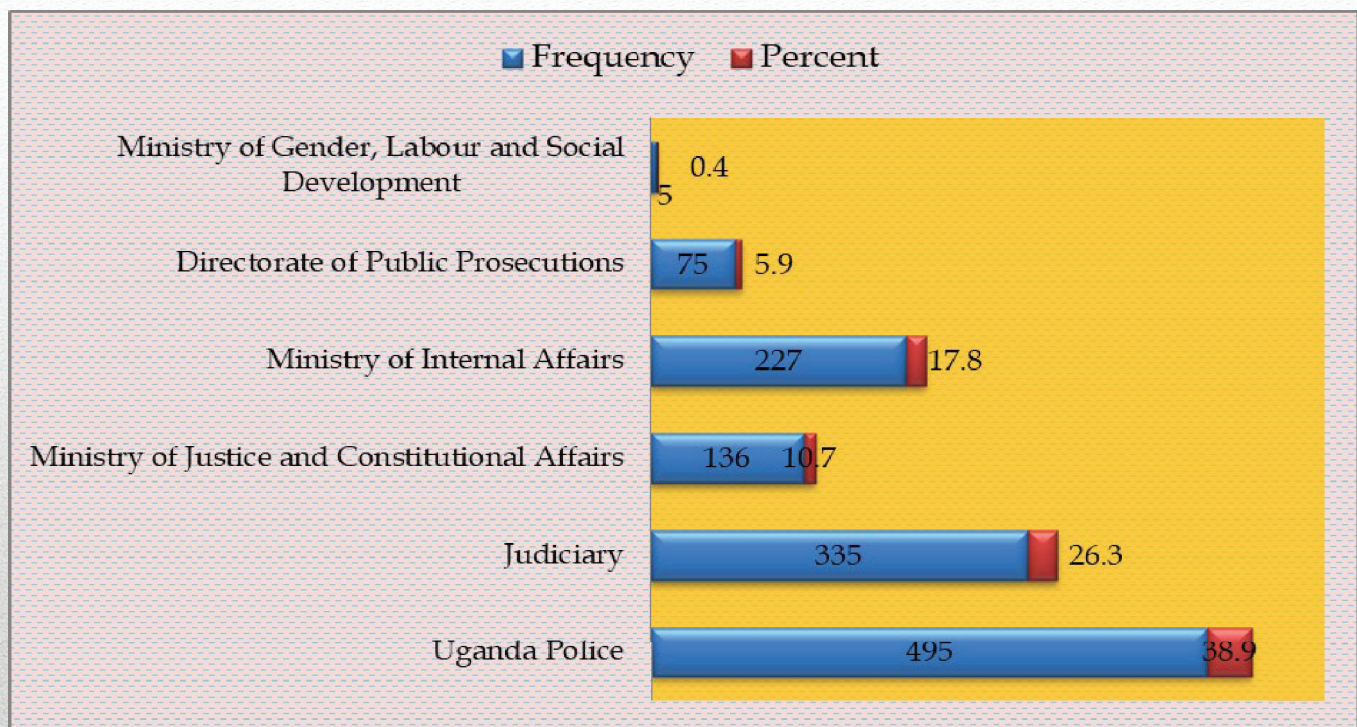
	Frequency	Percentage
Skill enhancement	523	41.1
Social fitting	100	7.9
Reduction in criminal acts	255	20.0
Behavioral Change	118	9.3
Responsible citizens	105	8.2
Nothing at all	90	7.1
Other	82	6.4
Total	1273	100.0

THE PERFORMANCE OF UPS VERSUS THE OTHER JLOS ORGANS

Knowledge of other JLOS Organs



The Known JLOS Organs



Differentiation of UPS and other JLOS Organs

	Frequency	Percentage
Prisons does rehabilitation while others don't	903	70.9
Same mandate	99	7.8
Somehow similar	53	4.2
Prisons performs better than other JLOS organs	77	6.0
Police arrests while prisons does custody	16	1.3
Other organs affect the operations of UPS	72	5.7
Prisons is a service while others are a force	7	.5
Can't tell	46	3.6

The Working of UPS with Stakeholders

	Frequency	Percentage
Not sure	279	21.9
Not Well	47	3.7
Very Well	576	45.2
Better with UPS	315	24.7
Excellent	56	4.4
Total	1273	100.0

The Effect of Other JLOS Challenges on UPS

	Frequency	Percentage
Not sure	109	8.6
No extent	60	4.7
On an average extent	124	9.7
To a larger extent	980	77.0
Total	1273	100.0

Comparison of UPS and other JLOS Organs' Performance

	Frequency	Percentage
No idea	312	24.5
Others are incompatible with UPS	32	2.5
Others perform better than UPS	53	4.2
Outstanding	876	68.8

SUMMARY OF THE FINDINGS

Knowledge of the UPS vision, mission, mandate and services Delivered

Stakeholder	Vision	Mission	Mandate	Services Delivered
Uganda Prisons Service	√	√	√	√
Individual members of the public	X	X	√	√
Group Discussions	√	√	√	√
Local leadership	√	√	√	√
LG Departmental Heads	√	√	√	√
Government Departments	√	√	√	√
CSOs	√	√	√	√

√ High rate of knowledge
X Below average rate of knowledge

Institutional Perception of the Members of the Public Towards their Knowledge of the UPS vision, mission, mandate and services Delivered

Stakeholder	Vision	Mission	Mandate	Services Delivered
Uganda Prisons Service	√	√	√	√
Local leadership	X	X	√	X
LG Departmental Heads	X	X	X	√
Government Departments	X	√	√	√
CSOs	X	X	√	X

√ High rate of knowledge
X Below average rate of knowledge

Public's access to information about Uganda Prisons Services

Item	Rating
Availability of information about Uganda Prisons	√
Frequency of getting information about UPS	√
Availability of multi-channels to access the information	√
The appropriateness of the channels as the source of information about UPS	√
Adequacy of the Information Commonly Availed	X
Balanced information about UPS	√
Information shared on different channels vis-à-vis the Picture of UPS	X

√ Agree
X Disagree/not satisfactory

Public Perceptions Regarding UPS Execution of its Mandate

Stakeholder	Mandate	Safety of inmates	Humane custody	Rehabilitation and Reformation	Reintegration
Uganda Prisons Service		√	√	√	√
Individual members of the public		√	√	√	X
Group Discussions		√	√	√	√
Local leadership		√	X	√	X
LG Departmental Heads		√	√	√	√
Government Departments		√	√	√	√
CSOs		√	√	√	√

√ UPS meets the minimum standard
X UPS below the average standard

Satisfaction with the services provided by UPS

Satisfaction with:	Importance of UPS services	Importance of services to the society	Importance of the UPS Services to the Inmates	Importance of the UPS Services to the Government	Importance of the UPS Services to the community
Stakeholder					
Uganda Prisons Service	√	√	√	√	√
Individual members of the public	√	√	√	√	√
Group Discussions	√	√	√	√	√
Local leadership	√	√	√	√	√
LG Departmental Heads	√	√	√	√	√
Government Departments	√	√	√	√	√
CSOs	√	√	√	√	√

√ UPS meets the minimum standard

X UPS below the average standard

Performance of UPS Versus the other JLOS organs

Stakeholders	Knowledge of other JLOS organs working with UPS	Differentiation of other organs' mandate from the UPS' mandate	UPS' ability to execute its mandate amid other organs' roles	Other JLOS organs affecting UPS' execution of its mandate	Performance of UPS compared to other JLOS organs
Uganda Prisons Service	√	√	√	√	√
Individual members of the public	√	√	√	√	√
Group Discussions	√	√	√	√	√
Local leadership	√	√	√	√	√
LG Departmental Heads	√	√	√	√	√
Government Departments	√	√	√	√	√
CSOs	√	√	√	√	√

√ Agree

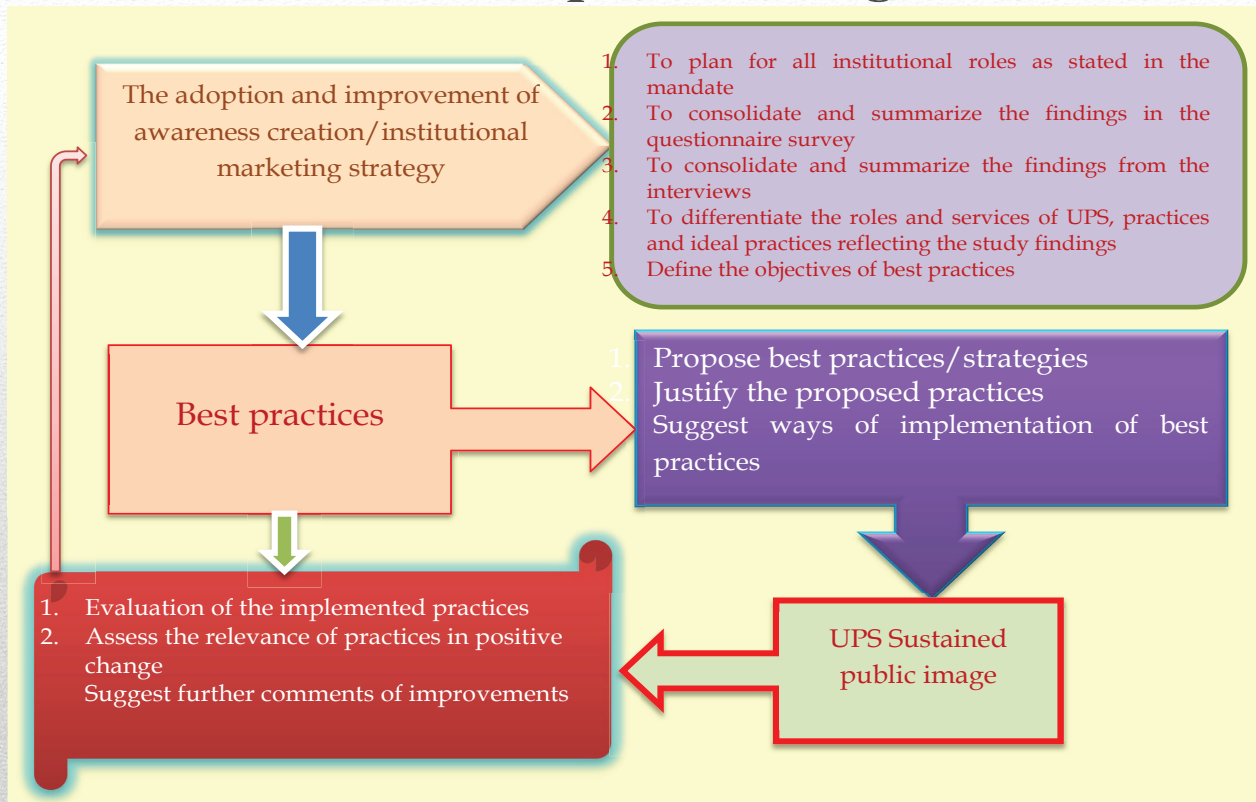
X Disagree

CONCLUSIONS AND RECOMMENDATIONS

The conclusions that the PR office makes are in the three levels as per the study, and these are reflected in:

- The adoption of the strategies to create awareness about the UPS and its services which will inform the public about the UPS services that are offered other than custodial services.
 - Best practices, which indicate the initiatives that UPS should adopt in client management to enhance awareness.
 - Improved UPS perception, which explains the pillars of sustained information sharing and feedback inflow for continuity in the service improvement.
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UPS Public Perception Change Model



RECOMMENDATIONS

- Content Balancing
- Open Day Approach
- Emphasis on Catchy Areas in news creation
- Funding of Rehabilitation and Correctional Services
- Effective Implementation of the Client Chatter
- The Uganda Prisons Brand, found out outstanding and therefore need expansion and improvement
- Community Engagement
- Emphasis on Perception of the Service
- Modern Media Equipment
- Periodic Perception Survey



Thank You
