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Emperical Study

The Role of New Media in the Rehabilitation Process of Convicts and Detainees: The ACEP Project *

Hükümlü ve Tutukluların İslah Sürecinde Yeni Medyanın Rolü: ACEP Projesi

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Abstract

This research is a study on the effects of the use of new media technologies in penitentiary institutions on convicts and detainees. This study conducted a field study on 377 participants in Karabük T Type Closed Penitentiary Institution. As a result of the field research, the demographic characteristics of the convicts participating in the research were revealed, and the communication methods used in penitentiary institutions and the relations between them and the technological developments in the penitentiary institutions were determined. The data obtained by the survey method were analyzed through the SPSS program. In the research, it has been concluded that the interest in kiosk devices equipped with technology is high, and the use of smart devices in penitentiary institutions will provide positive benefits to convicts. It has been determined that convicted prisoners staying in penitentiary institutions are interested in smart devices, such technological developments will make their lives easier and positively affect the tendency to be reformed.

Keywords: *Smart Technologies, Penitentiary Institutions, New Media, Video Calls, Project ACEP*

Özet

Bu araştırma yeni medya teknolojilerinin ceza infaz kurumlarında kullanımının hükümlü ve tutuklular üzerindeki etkilerine yönelik bir çalışmadır. Bu çalışmada Karabük T Tipi Kapalı Ceza İnfaz Kurumu'nda 377 katılımcı üzerinde bir alan çalışması gerçekleştirilmiştir. Saha araştırması sonucunda, araştırmaya katılan hükümlülerin demografik özellikleri ortaya çıkarılarak cezaevinde kullanılan iletişim metotları ve cezaevlerindeki teknolojik gelişmeler ile aralarındaki ilişkiler tespit edilmiştir. Anket yöntemi ile elde edilen veriler SPSS programı aracılığıyla analiz edilmiştir. Araştırmada teknoloji ile donatılmış kiosk cihazlarına olan ilginin fazla olduğu ve akıllı teknolojilerin ceza infaz kurumlarında daha çok kullanılmasının hükümlüler üzerinde pozitif yönde fayda sağlayacağı sonucuna ulaşılmıştır. Ceza infaz kurumlarında kalmakta olan hükümlü tutukluların, akıllı teknolojilere karşı ilgi duydukları, bu tür teknolojik gelişmelerin hayatlarını daha da kolaylaştıracağı ve ıslah edilme eğilimini pozitif yönde etkileyeceği belirlenmiştir.

Anahtar Sözcükler: *Akıllı Teknolojiler, Ceza İnfaz Kurumları, Yeni Medya, Görüntülü Konuşma, ACEP Projesi*

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1. INTRODUCTION

Developments in technology have affected communication considerably, making it easier, faster, and more convenient to interact with any person, at any time and at any place. Communication using technology has become widespread in the 21st century thanks to the advances in communication technology. Technological developments have made a contribution not only in daily life but also in professional life by increasing work experiences. With today's technology, it has become possible and widespread to establish fast and uninterrupted communication quickly and with little effort. Thus, it is essential to follow the developments in communication technologies.

Devices such as telephone, television, and radio have turned into technological smart products through digitalizing, with new developments and with the widespread use of internet infrastructure. With the strengthening of the infrastructure of new communication technologies, devices that do different jobs are combined under a single multimedia smart device. In these smart devices, things that can be done with different devices, such as taking pictures, listening to music, accessing the internet network, and voice calls are gathered in a single device.

Kiosk devices, which are the subject of this research, provide the opportunity to perform different tasks on a single device, just like smartphones. Developments in these technological tools, which contribute to users and those who work professionally and, therefore, to governments and institutions, gain tremendous importance. As an example of this situation, some of the penitentiary institutions in Türkiye started to use kiosk devices for detainees to make video calls and other activities.

In this study, it is aimed to investigate the role of new media in the rehabilitation process of convicts and detainees through the project ACEP (Integration of Intelligent Technologies to Penitentiary Institutions), which combines technology and penitentiary institutions on a common ground. To this end, first the project has been clarified by referring to its historical process and application examples. The operation and adaptation process in Karabük T Type Closed Penitentiary Institution, the pilot region where the project ACEP mentioned above was implemented, is discussed, and information is given about the device. Afterwards, by working with 377 convicts and detainees who answered the questionnaires in the field study carried out in Karabük T Type Closed Penitentiary Institution; the effect of the kiosk cabinets, which were put into practice within the scope of the project ACEP, on these convicts and detainees was tried to be measured.

Convicted detainees, who try to communicate with the rest of society with limited means of communication, have been affected positively from the introduction of smart communication devices of this nature into penitentiary institutions. This study observed the effect of intelligent technologies on convicts and detainees and supported the idea that technology usage should exist for humanity in every field.

2. CONCEPTUAL FRAMEWORK

2.1. Smart Devices and Internet of Things

Internet-based smart devices that develop in parallel to technological changes are the most crucial indicator of a social global transformation. With the introduction of smart devices into our lives, many applications that can be done with different devices have become possible with a single device. Many other applications and tasks, such as connecting to the Internet, listening to music, taking photos and videos, making video calls, playing games can be carried out thanks to these smart devices. Smart devices make our lives easier by accelerating the speed of information sharing and saving time without the concept of place and time (Yıldırım & Kisioglu, 2018:474).

The Internet of Things (IoT) is the connection of objects, devices or goods equipped with network technology by communicating with each other in different ways. Based on this vision, objects can talk to each other with the development of wireless connection forms and Wi-Fi technology. The Internet of Things is among the most interesting subjects in information and communication technology. The Internet, which has undergone rapid change and transformation since 2010, has evolved into the 4th generation; with the widespread use of fiber optic cable infrastructure and smart devices, it gained momentum and became the Internet of the future (Altınpulluk, 2018: 95).

Objects access the Internet through communication networks such as Radio-frequency identification (RFID), Wireless sensor network (WSN), Bluetooth, Near-field communication (NFC) and Long-Term Evolution (LTE) (Erdal & Ergüzen, 2020:25). Another technology that forms the basis of the Internet of Things is sensors. Sensors create data in different objects and environments with sensitivity properties such as sound, light, weight, and mobility. The Internet of Things and sensors complement each other with these features (Memiş, 2017:70).

The Internet of Things concept has been a popular field in both academic and industrial sectors. IoT studies continue intensively in smart cities, smart buildings, health, agriculture, and medicine (Erdal & Ergüzen, 2020:28). Many imaginable devices such as refrigerators, televisions, cameras, telephones, ovens, and air conditioners used in daily life make life more efficient by communicating with each other wirelessly or with RFID technology and connecting to the Internet (Altınpulluk, 2018, p. 100).

2.1.1. Kiosks and “e-State”

The 21st century is the age of knowledge, and it is an age to use it efficiently. After the World War II, knowledge-based initiatives have become the most valuable matter for countries. The desire for electronification, which manifests itself in every field, has pushed countries and leading entrepreneurial companies to invest more in information technologies. Countries develop policies and strategies to use the technology efficiently for electronic structuring and compete with other countries within the scope of the information age. Today, even the economic development difference between countries has been defined as an "information gap" rather than a "capital gap" (Şahin, Türk Kamu Yönetiminde Yapısal Dönüşüm ve E-Devlet, 2014:34). Therefore, the web based "e-State" structure, which is being used rapidly in all public institutions and organizations in Türkiye, is used in all local governments as a part of the state. These projects and studies are basically based on using time efficiently and increasing work efficiency (Arslan Koçkaya, 2006: 69).

As a result of research and discussions worldwide, it is seen that the different concepts of electronic government structures in different forms have not been uniform. Each discipline makes its definition. The concept of e-State has emerged in the light of changing needs over time. It expresses the new understanding of the state that has emerged thanks to the current information and communication technologies. To express e-State more simply, it refers to the provision of public services to citizens using information and communication technology (Şahin, Türk Kamu Yönetiminde Yapısal Dönüşüm ve E-Devlet, 2014:45-69). Another definition of "e-State" is; under the political, socio-cultural, economic and administrative requirements of the period, the state can provide information and services at any time, seven days and 24 hours, using existing information and communication technologies, especially the internet, while fulfilling its duties and responsibilities (Şahin & Örselli, Teoriden Uygulamaya E-Devlet, 2014:11).

Like e-State, another need that has arisen over time is Kiosks. Kiosks are practical digital screens that are used in all areas of life. A kiosk is an electronic terminal used for information and service purposes, where users can process some of their information and process their transactions

via a touch screen. It is a technology that maintains its popularity and is becoming widespread day by day. Kiosks aim to facilitate people's work and to save time by easing the current workload in the institutions where they are used (Kiosk Nedir?, 2014). Many companies produce kiosks, and each company creates its kiosk ecosystem.

The word kiosk is derived from the Persian word "kuşk" into Turkish with the name "köşk". Most of European languages have taken this word from Turkish. Kiosk in English is used in the meanings such as mansion, hut. It looks like a hut in appearance. The oldest form of the architectural structure called kiosk was thought to be encountered in the Ancient Egyptian period. In a mural in the British Museum, Pharaoh Tutankhamen sits on a covered platform with open sides. This structure is called "kiosk". In addition, more significant religious buildings built during the Egyptian period are also called "kiosks". Kiosks, previously unique to noble people, started to gain different functions in big cities with the spread of industrialization in the 19th century. These structures, which started to be seen in city centres, have become places where food, beverages, newspapers, alcohol, and cigarettes are sold ('Köşk'ten 'Kiosk'a, 2019).

As a result of technological developments, digital media tools have taken place in our lives. Communication, which has evolved from the traditional media period in which communication provided a one-way flow to the new media, has become a tool for technology to interact with users more with its interactivity. This new media lets users interact with anything, within the scope of provided content. A kiosk, a digital media tool, is also an embedded media. The usage of the kiosk changes according to the environment it is in. With kiosk devices, it is possible to interact visually and audibly with versatile media playback. ATM devices that many people use in their daily lives are an example of kiosk systems. Kiosks have become digital devices that make life practices easier by renewing their technology day by day. (Zedeli & Özkeçeci, 2020:213-214).

2.2. Integration of Intelligent Technologies into Penitentiary Institutions: Project ACEP

In Türkiye, the procedures and principles regarding how the convicts and detainees can interact with their families and the outside world are regulated by Law No. 5275 and in the past, detainees could not go beyond the established forms to communicate with their families. With this project, which was included in penal institutions with the cooperation of the Republic of Türkiye Ministry of Justice, Türk Telekom and Vakıfbank in Türkiye, a new communication opportunity has emerged for convicts in penitentiary institutions. This project aims to make correctional activities more efficient, allowing convicts and detainees to communicate with their families and the outside world using media tools, technology and new media elements playing a more decisive role in penitentiary institutions.

Applications used in kiosk (multimedia) devices, which are rapidly being integrated into penitentiary institutions within the scope of the project ACEP are video call, voice call, canteen shopping, petition submission, e-letter, e-library, e-doctor and ministry communication. The things that can be done with this smart device, which continues to develop rapidly, are limited for now, and the applications currently used are video and voice call applications. Immediately after these implementations, studies were started for the canteen shopping application, which will be used in penitentiary institutions as soon as possible. Currently, only video and voice call applications can be used in Karabük T Type Closed Penitentiary Institution.

2.2.1. Video Calls

The most significant breakthrough in the project ACEP is the video call system. In the old system, the convict, who was to make phone calls, had to be removed from the room/ward. This was causing both a personnel load and being vulnerable to security casualties. With the telephone view integrated into the kiosk system, security and operation can be carried out without a need for

personnel. In addition, the fact that the interview can be made with video may create a different feeling of experience for the convicted detainees, and it is assumed that this situation will have positive psychological and sociological results on the correction of the convicted prisoner.

Video call is a type of communication made through the screen (phone, tablet computer, etc.) of more than one device mutually via the internet. With the rapid development of technology, video communication can be provided via computers, laptops, tablets, and smartphones.

Thanks to the technologies used, people far from each other or in different cities can communicate using video communication technology. Considering these developments, such technological innovations have begun to take place in the justice system. For example, SEGBİS (Sound and Visual Information System) is an information system used in Türkiye in which sound and image are transmitted and stored simultaneously. The detainee can be listened to by the public prosecutor, judges, and courts, if deemed appropriate, by videoconferencing through this system. Video call systems are used in many fields. It was also widely used in penitentiary institutions through SEBGİS.

Video call systems have been used in many countries and penal institutions since the day they emerged. The first examples of video call systems encountered in the United States are becoming increasingly widespread. Each state in the United States uses its own video calling system. The video call application has provided significant benefits for people who cannot make long journeys and whose economic situation is bad. In some institutions, video interview systems have replaced traditional visits.

With the implementation of this revolutionary project ACEP in Türkiye, convicts and detainees in penitentiary institutions and their families were able to meet in a different environment for the first time, thanks to video calls. The fact that family members cannot come to open or closed visits due to their remote location has made this project attractive. It is predicted that making video calls instead of coming from long distances will cause a significant decrease in the number of visitors. Video calling will be a good choice for people who do not have the opportunity to meet face-to-face. In addition, personnel productivity will also be increased.

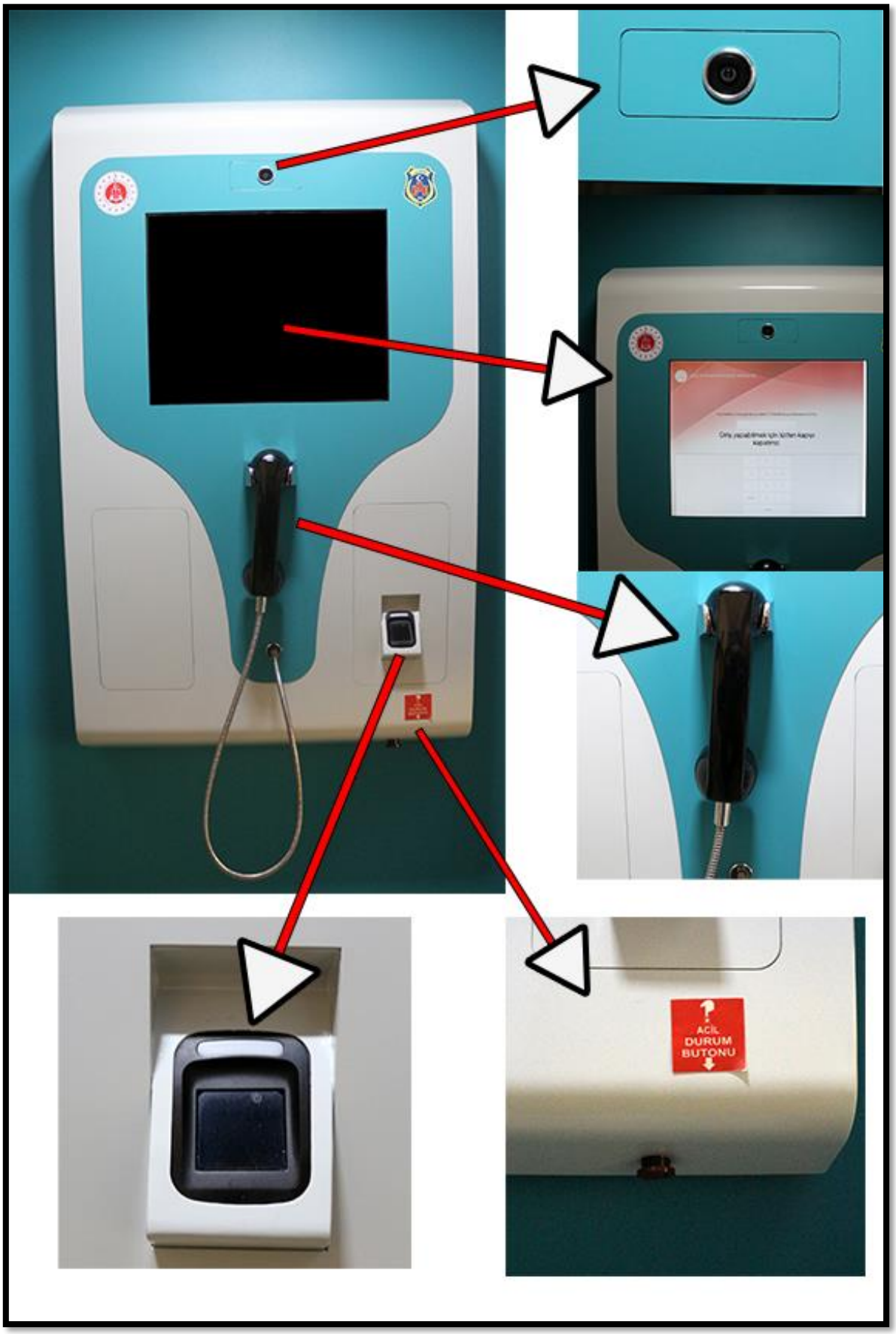

Figure 1. Outline of the ACEP kiosk cabinet

3. OBJECTIVE AND IMPORTANCE OF THE RESEARCH

The aim of this research is to investigate the role of the kiosk cabin, an innovative technology product used in penal institutions, on the convicts and detainees staying in Karabük T Type Closed Penitentiary Institution. To this end, it has been examined to what extent the convicts and detainees benefited and were satisfied by the project ACEP. There is research on use of media by convicted prisoners in penitentiary institutions, but this study will be a first for a project like ACEP. Therefore, it is aimed that this research would contribute to both penal institution research and the related literature.

4. METHOD

4.1. Application of the Research and Sampling

This study was carried out in Karabuk T Type Closed Penitentiary Institution to determine the impact of the project ACEP on convicts and detainees. It is a quantitative survey study to measure the effect of interactive kiosk devices, which are being used in penitentiary institutions as an example of new media, on convicts and detainees, apart from the traditional communication methods used by convicts and detainees staying in the institution to communicate with the outside world. After the kiosk device, which is the subject of the study, was started to be used, a questionnaire was applied to 377 people. Since most of the convicts and detainees staying in Karabük T Type Closed Prison are men and only a small number of female convicts and detainees can benefit from the kiosk device, only male participants were studied. A face-to-face questionnaire was applied in the research. After the survey, the data were processed with the SPSS program, and the results were analyzed. Excluding the demographic questions in the questionnaire, the reliability value (Cronbach's alpha) of 26 questions in total was found to be .791. Scales with a Cronbach alpha value above 0.70 are highly reliable.

The research participants consisted of convicted individuals staying in Karabük T Type Closed Penitentiary Institution between January 3 and November 7, 2022. The research is limited to 377 people who represent the target population.

4.2. Data Collection Tools

In order to determine the role and effects of the kiosk (multimedia) device, which is used as a new communication method in penitentiary institutions with the project ACEP, the participants were asked to fill out a 45-question questionnaire. However, this study evaluated the findings on the answers of 18 of these questions, which were primarily related to video calls. A 5-point Likert-scale question was used to measure the traditional communication channels of the participants during their stay in prisons and the benefits of the kiosk device. The study conducted after the kiosk device started to be used aimed to measure whether the communication methods in penitentiary institutions could enable the participants to communicate comfortably with the rest of society. Before starting the application, the experts examined the questionnaires for surface validity, various arrangements were made in line with the suggestions given, and the questionnaires were made ready for application.

5. RESULTS

This study was carried out with 377 participants in Karabük T Type Closed Prison, and field research findings which revealed the role and effects of the kiosk device, used as a new communication method in penitentiary institutions with the project ACEP, are included. The research findings start by examining the socio-demographic characteristics of the participants who took part in this study.

5.1. Socio-Demographical Characteristics of the Participants

The distribution of socio-demographic characteristics of the participants in the study was tried to be revealed by frequency analysis. When the descriptive statistics of the age distribution for the survey were examined, it was revealed that the participants who were interviewed were aged 18 at the lowest and 76 at the highest. The mean age of the respondents was 37.40, and the standard deviation of the distribution was 10.01 (see Table 1).

Table 1. Central Statistics on Age

N	Lowest	Highest	Average	Std. Deviation
377	18	76	37.40	10.01

In terms of educational status, 1.3 percent of the participants stated that they were illiterate; 4.0 percent of them stated that they are literate; 17.0 percent have a primary school degree; 27.3 percent have a secondary school degree, 41.1 percent have a high school degree, 8.5 per cent have a university degree, and 0.8 percent have a postgraduate education degree. When looked at the ratios among the participants, those with secondary and high school education are predominantly high. In other words, more than half of the participants in the study received secondary and high school education (see Table 2).

Table 2. Education Level of Participants

Education	Frequency	Percentage
Illiterate	5	1.3
Literate	15	4.0
Primary school	64	17.0
Middle school	103	27.3
High school	155	41.1
University	32	8.5
Graduate School	3	,8
Total	**377**	**100.0**

Since they started to actively use the kiosk device, the participants' frequency of using the kiosk device was researched. The results suggested that almost all the participants actively use the device. Due to the high interest in technology, this device contributed positively to the usage rates (see Table 3).

Table 3. Frequency of Use of Kiosk Device by Convicts

How much can you benefit from the kiosk device?	Frequency	Percentage
I never use	3	0,8
I hardly ever use	2	0,5
I sometimes use	19	5.0
I often use it	158	41.9
I use it very often	195	51.7
Total	**377**	**100.0**

Considering the statistical results about whether the participants are satisfied with the kiosk device, it can be seen that almost all the participants are satisfied with the device. 2.4 percent of the participants stated that they were dissatisfied, while 92 percent of the participants claimed to be satisfied (see Table 4).

Table 4. Distribution of Satisfaction Level with the Kiosk Device

How satisfied are you with the kiosk?	Frequency	Percentage
I am not happy at all	1	0,3
I am not satisfied	8	2.1
I am undecided	21	5.6
I am satisfied	146	38.7
I am very pleased	201	53.3
Total	**377**	**100.0**

The statistics on Table 5 show whether the kiosk device facilitates the lives of the convicts. Accordingly, 2.9 percent of the participants stated that it does not make their lives any better, whereas 90.5 percent expressed it makes their lives easier. When this distribution is examined, it can be concluded that the kiosk device dramatically contributes to the lives of the convicts.

Table 5. The Effect of Kiosk Device on Convicts' Lives

Does the kiosk device make your life easier?	Frequency	Percentage
It does not make it any easier	3	0.8
It does not make it easier	8	2.1
I am undecided	25	6.6
Makes it easy	162	43.0
It makes it so easy	179	47.5
Total	**377**	**100.0**

The survey also examined the participants' beliefs about the contribution of the project ACEP to their correction. And it was found out that the ability to make voice and video calls, one of the most significant features of the kiosk device, dramatically contributes to the correction of convicts in penitentiary institutions. When the results are examined, only 1.3 of the participants do not agree whereas 94.2 percent agree with it (see Table 6).

Table 6. Contribution of Audio and Video Call Facility to the Correction of Convicts

Voice and video call facilities have contributed to our correction	Frequency	Percentage
I disagree	5	1.3
I am undecided	17	4.5
I agree	159	42.2
I strongly agree	196	52.0
Total	**377**	**100.0**

In addition, an answer was sought as to whether the participants could use the kiosk device easily or not. The results revealed that the vast majority of the participants can use the kiosk device easily (see Table 7).

Table 7. The Practice of Using Kiosk Device

Can you use the kiosk device easily?	Frequency	Percentage
I can never use	2	0.5
I almost cannot use	10	2.7
I'm undecided	9	2.4
I use it easily	132	35.0
I use it very easily	224	59.4
Total	**377**	**100.0**

When the descriptive statistics made to measure the usefulness of the kiosk system in terms of hardware and software are examined, it can be seen that the vast majority of users believe that

the kiosk device is functional. However, 2.6 percent of the users stated that the device was not helpful, and 6.9 percent stated that they were undecided (see Table 8).

Table 8. Distribution Showing the Usability of the Kiosk Cabinet

I think the kiosk cabinet should be more useful	Frequency	Percentage
I completely disagree	2	0.5
I disagree	8	2.1
I am undecided	26	6.9
I agree	116	30.8
I strongly agree	225	59.7
Total	**377**	**100.0**

In the questionnaire, the participants were also asked whether they felt important about using the kiosk cabinet. 6.6 percent of the participants disagreed, 13.5 percent were undecided, and 79.8 percent agreed. Most participants found that using the kiosk device made them feel good (see Table 9).

Table 9. Effect of Kiosk Cabinet on Convicts

Using the kiosk cabinet makes me feel cared for	Frequency	Percentage
I completely disagree	6	1.6
I disagree	19	5.0
I am undecided	51	13.5
I agree	146	38.7
I agree a lot	155	41.1
Total	**377**	**100.0**

The users' feedback about the device is essential for developing the kiosk device. In the light of the statistics revealed, the kiosk device will be developed thanks to this feedback data, making it a more efficient system, and contributing to eliminating negativities. In order to get feedback from the participants were asked "What else would you like to have other than the possibilities provided by the kiosk cabinet?" The answers revealed that 32.1 percent of the convicts want internet access and 30.4 percent want video call times to be increased (see Table 10).

Table 10. Requests Outside of Kiosk Cabin's Possibilities

What else would you like to have other than the possibilities provided by the kiosk cabinet?	Frequency	Percentage
To have internet access	76	32.1
Pricing should be improved	38	16.0
Cabin insulation should be improved	45	19.0
Video call time should be increased	72	30.4
The kiosk cabinet must be outside the ward	6	2.5
Total	**237**	**100.0**

5.2. Participants' Evaluations of Video Call

During the time the participants are in the penitentiary institution, the opportunity to meet with their relatives is limited. In closed visit, which is one of these possibilities, the convicts can talk to their relatives with the telephone handset behind the glass. In the study, it was aimed to see whether the interest in the closed visit will decrease thanks to the video call facility, so the participants were asked whether they would prefer the video call to the closed visit. When the statistics are examined, 7.4 percent of the participants do not agree with it, 7.4 percent are undecided, and 85.1 percent agree. Most participants wanted to make video calls instead of closed visits (see Table 11).

Table 11. Percentage Distribution of the Question: "Would You Prefer Video Calls Over Closed Visits?"

I would like to make a video call instead of making a closed visit	Frequency	Percentage
I strongly disagree	14	3.7
I disagree	14	3.7
I am undecided	28	7.4
I agree	132	35.0
I strongly agree	189	50.1
Total	**377**	**100.0**

It is seen that most participants have differing views about the idea of making video calls instead of open visits, which is another visit opportunity. It is revealed that 59.1 percent of the participants do not agree with this idea, 16.2 percent are undecided, and 24.7 percent favor this idea (see Table 12).

Table 12. Percentage Distribution of the Question: "Would You Prefer Video Calling Over Open Visits?"

I would like to make a video call instead of open visits	Frequency	Percentage
I strongly disagree	146	38.7
I disagree	77	20.4
I am undecided	61	16.2
I agree	47	12.5
I strongly agree	46	12.2
Total	**377**	**100.0**

The question, asked to find out if the video call made over the application of the kiosk device makes the convicts feel good as if they were at home, revealed that 21.8 percent of the participants did not agree with this, 12.5 percent were undecided, and 65.8 percent agreed (see Table 13).

Table 13. Making Video Calls Makes One Feel at Home

Video calls make me feel at home	Frequency	Percentage
I strongly disagree	33	8.8
I disagree	49	13.0
I am undecided	47	12.5
I agree	125	33.2
I strongly agree	123	32.6
Total	**377**	**100.0**

When the participants were asked about their opinions on whether the video call service could be more affordable, 2.4 percent disagreed, 2.4 percent were undecided, and 95.2 percent agreed (see Table 14).

Table 14. Pricing of Video Call Service

Video call service could be more affordable	Frequency	Percentage
I strongly disagree	6	1.6
I disagree	3	0.8
I am undecided	9	2.4
I agree	62	16.4
I strongly agree	297	78.8
Total	**377**	**100.0**

When the participants were asked their opinions about their relatives' ability to benefit from the video call opportunity on their special days and celebrations, 0.8 percent of the participants

stated that they did not agree with this, 2.1 percent were undecided, and 97.1 percent agreed (see Table 15).

Table 15. Wanting to Make Video Calls on Family's Special Days and Celebrations

I want to make a video call on my family's special days and celebrations	Frequency	Percentage
I strongly disagree	1	0.3
I disagree	2	0.5
I am undecided	8	2.1
I agree	86	22.8
I strongly agree	280	74.3
Total	**377**	**100.0**

When the participants were asked whether they wanted photos from their relatives after the video call application, 15.1 percent stated that they wanted, 7.2 percent were undecided, and 77.8 percent did not want photographs (see Table 16).

Table 16. Family Photo Requests After Starting Video Calls

I do not want photos from my family since I started making video calls	Frequency	Percentage
I strongly disagree	17	4.5
I disagree	40	10.6
I am undecided	27	7.2
I agree	148	39.3
I strongly agree	145	38.5
Total	**377**	**100.0**

When the convicts were asked whether they could express themselves more quickly to their relatives thanks to video calls, 6.9 percent of the participants stated that they could not express themselves comfortably, 7.7 percent were undecided, and 85.4 percent stated that they could express themselves easily (see Table 17).

Table 17. Percentage Distribution of the Expression: "I Can Express Myself More Easily with Video Call"

I can express myself more easily with video calls	Frequency	Percentage
I strongly disagree	8	2.1
I disagree	18	4.8
I am undecided	29	7.7
I agree	156	41.4
I strongly agree	166	44.0
Total	**377**	**100.0**

When the convicts were asked whether they were happy to see their relatives in a different environment while making video calls with their families, 3.2 percent of the participants stated that they were not happy, 4.8 percent were undecided, and 92.1 percent were happy (see Table 18).

Table 18. Percentage Distribution of the Expression: "When I Video Call My Family, It Makes Me Happy to See Them In A Different Environment Outside Prison"

When I video call my family, it makes me happy to see them in a different environment outside prison	Frequency	Percentage
I strongly disagree	6	1.6
I disagree	6	1.6
I am undecided	18	4.8
I agree	148	39.3
I strongly agree	199	52.8
Total	**377**	**100.0**

CONCLUSION

Science and technology are developing day by day at an increasing speed. With the innovations made and with new start-ups, it has become possible to see technology in every field. Using technology efficiently in all areas has become a priority for most companies and governments. The aim of making communication efficient and to save time by minimizing the workload encourages people to develop technology. As in every part of society, governments rapidly spread technologies to all their branches. For example, in Türkiye under the leadership of the e-State project, all paperwork can now be carried out in seconds, thanks to technological advances in software.

It is known that smart technologies are slowly taking their place in all branches of the state in Türkiye. Technologies used in penitentiary institutions are an example of the state taking firm steps forward in the digitalization process of its branches. As in every institution, camera systems, retina scanning systems, x-ray devices, and SEBGIS systems in penitentiary institutions are examples. Aiming to further integrate technology with its institutions, the Ministry of Justice of the Republic of Türkiye has implemented project ACEP, a groundbreaking project on rehabilitating convicts, with the reform it has made in penitentiary institutions.

In this research a field study was carried out in Karabük T Type Closed Penitentiary Institution to measure the effect of kiosk devices developed within the scope of integrating smart technologies into penitentiary institutions. Within the scope of this research, the convicts' relations with the kiosk device, a new technological device, were examined. Convicts, who use limited resources to communicate with the outside world and their families, have become more interested in digital devices as technology becomes more involved in penitentiary institutions. So, while 78.0 percent of the participants in the survey stated that they knew how to use digital devices, 90.0 percent said that smart technologies made life easier. In addition, 94.0 percent of the participants thought that smart technologies should be used more in penitentiary institutions.

After the active use of the kiosk device, video calls made over the low-cost kiosk device were preferred and 85.1 percent of the participants stated that they prefer making video calls to closed meetings. Considering the percentage of open visits, another type of communication convicts can use to communicate with their relatives, 59.1 percent of the participants said that they would not prefer video calls to open visits. Participants prefer the open visit more than the closed visit and video call. It is of great importance for them in all respects that open visits can be realized by physical contact with their families in private halls under controlled and security surveillance. Therefore, the rate of preferring open visits is high.

Considering the statistics revealed about the kiosk device, which is the subject of the research, 98.6 percent of the participants actively use the kiosk device. 92.0 percent of the participants stated they were satisfied with the kiosk device. 90.5 percent of the participants stated

that the kiosk device made their life easier. 94.4 percent of the participants stated they could use the kiosk device easily. 94.2 percent stated that voice and video call systems contributed to their correction. 79.8 percent of the participants stated that the kiosk cabinet made them feel important.

Feedback is precious, as the ACEP's kiosk device is a new innovation, both to develop the device, provide better service, and pave the way for valuable technologies to be released. Therefore, the participants were asked, "What else would you like to have other than the possibilities provided by the kiosk cabinet?" When the answers are examined, 32.1 percent of the participants wanted to have internet access, 30.4 percent to increase the video call time, 19.0 percent to improve the isolation of the kiosk cabinet, 16.0 percent to improve the pricing of the video call made through the kiosk device application, and finally 2.5 percent stated that the kiosk device should be located somewhere outside the ward.

When the findings of the video call made through the kiosk device are evaluated, 65.8 percent of the participants state that making video calls makes them feel at home. A large percentage of the participants (95.2 percent) state that video call service should be cheaper. 97.1 percent of the participants stated that they wanted to make video calls on special days and celebrations of their relatives. Since they started making video calls, 77.8 percent of the participants stated they no longer want photos from their families. In addition, 85.4 percent of the convicts stated that they could express themselves more easily thanks to video calls. It is stated that convicts see their families in a different environment while making video calls, which makes them happier, with an average of 92.1 percent.

As a result, it has been concluded that Project ACEP (The Integration of Intelligent Technologies in Prisons Project) has positively impacted the convicted prisoners staying in Karabük T Type Closed Prison. It has been observed that there is a high interest in this system throughout the penitentiary institution. Even the possibility of video calls alone has been a great source of motivation for convicts and detainees. With this reform carried out by the General Directorate of Prisons and Detention Houses of the Ministry of Justice of the Republic of Türkiye, the communication methods of convicted detainees gained a different dimension. In this way, convicted detainees who are introduced to the new media have become more able to use technology. Technologies integrated into penitentiary institutions have become essential, especially in rehabilitating convicts and detainees.

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