EFFECTIVENESS OF PUBLIC POLICIES IN DIGITAL VIDEO PUBLIC SAFETY SERVICES

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KEYWORDS
Public politics
Citizen security
Security effectiveness
Municipality
Citizen attention

ABSTRACT
The objective is to analyze the effectiveness of public policies of citizen security services, in the categories of public policies and citizen security. The research is basic and qualitative, the design is phenomenological, an interview was applied, the sample is 10 workers and 30 from the population of Andahuaylas, to carry out an internal and external study. The results revealed that there is importance on the part of the municipality to address citizen security challenges with collaboration, exchange of knowledge, service channels and transparency portals were identified, however, there is a lack of knowledge of the population.

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1. Introduction

A country is governed by policies, which direct the actions of those in power. Policy is understood as a deliberate action to act according to a plan, and describes how governments and populations conduct themselves to achieve objectives in various spheres of national conflict.

Tamayo (1997) stated that the public policies that are enacted are the initiatives developed by the rulers to promote a particular issue.

In the last 20 years, many developed and developing countries have embarked on a process of national modernization, in terms of the services that the public sector, including citizen security (Millán, 2019). According to the report issued by the United Nations Development Programme - UNDP (2020) citizen insecurity, continues to lead the problem, being so the countries with the highest rates of homicides and crime globally, is in Latin America and the Caribbean. According to the global survey conducted by Gallup (2021) the feeling of insecurity in the face of crime shows that out of 100% of the population in Latin America, 45% in Brazil and the Dominican Republic, 42% in Mexico, 41% in Chile, 40% in Peru and 31% in Venezuela, meaning that insecurity represents more than 50%.

It is understandable, therefore, that citizen security policy has become a priority issue on global, national and regional agendas and one of the main challenges for the achievement of the Sustainable Development Goals (Muggah, 2017). From Spain, it was stated that "after analyzing public policies on health, housing and security, it is striking how none of these policies pass an examination on the fulfillment of the obligations acquired by Spain in terms of Human Rights" (Kaplún, 2022, p. 39).

Bermudez et al. (2022) conducted research in Bogota - Colombia, and stated that "technology is an instrument that can contribute to or improve the development of possible solutions in our environment, as in the case of insecurity" (p. 114). From El Salvador, Martínez and Navarro (2020) expressed that the public policies implemented in El Salvador were mano dura, truce and direct confrontation, recognizing that most of these policies failed and had an unexpected result because they strengthened and increased criminal activity.

In Venezuela, Gan (2020) conducted research where he stated that "No change in citizen security will be effective if the basic conditions that have generated such a complex situation are not addressed. As long as the institutional crisis persists, any efficient and human rights-oriented approach will be unfeasible" (p. 81). From Mexico, Sánchez & Juárez (2019) stated that the increase in violent crime and serious crime in many contexts undermined the effectiveness and efficiency of authorities in addressing social problems.

In Peru, Fernandez & Benitez (2022) on the analysis of the citizen security policy implemented to reduce crime in the district of Chiclayo, and their results showed that 72% of respondents had an unfavorable perception of the actions and strategies implemented by the municipality in terms of citizen security.

Solis et al. (2021) argue that in San Juan de Lurigancho, one of the most dangerous areas of Lima, the general public has a poor understanding of how authorities carry out public security policies to combat social insecurity. On the other hand, Delgado (2022) found that local municipalities are modernizing public administration as a policy in their operating systems.

Tafur (2022) highlighted that "transparency web portals implemented in local governments strengthen the right of access to public information" (p. 12), since the rights of Access to Public Information in Peru are still developing.

The theory of public management as indicated by Perry (1996) was intended to provide a useful and practical description of how public managers should behave in various situations.

Public policy, according to Secchi et al. (2020) is a directive created to address a public problem, which has two key components: a public intention and a public response to a problem.

Public policies, according to Monsalve (2009) states that "The design of public policies must consider the quality of life of the population, although this implies a complex task that requires further theoretical and empirical reflection" (p. 45). Peru has a National Citizen Security System (Law No. 27933) under the Ministry of the Interior, which is a joint comprehensive action implemented by the government with the participation of civil society and the private sector.

The municipality of Andahuaylas is located in the Apurimac region of Peru, is no stranger to the growing problem of insecurity that plagues society every day, causing anxiety and fear, has certainly
been affecting the tranquility of the citizens of this municipality, having the highest incidence according to the versions of the police and local authorities. According to police and local authorities, the highest incidence has been in alleged crimes against property such as theft of wallets and cell phones, mainly in food markets, shopping malls, passenger vehicles and cargo vehicles, leading to costs for citizens and the state, distrust of authorities and terror of crime (Ministry of Interior, 2022). (Ministry of the Interior, 2022).

Based on the problems described in the previous paragraphs, the following general problem was posed: What is the effectiveness of public policies in modernizing the management of citizen security services in a municipality, Apurimac region, 2022? As specific problems: What are the public policies of citizen security in the municipality of Andahuaylas? and What is the citizen security of Andahuaylas?

Methodology

The article is the product of a research; according to its purpose it is basic and according to its depth it is descriptive and according to the handling of the data it is qualitative. The research design is phenomenological which is one of the main qualitative approaches to research (Babu, 2019). In this sense, phenomenology finds its foundations in the interpretation and understanding of phenomena, since studies are made of the lived experiences on citizen security policies to the population and workers of the municipality of Andahuaylas, Peru.

After obtaining the analysis of the words or phrases of the respondents, the categories and subcategories of the research are: a) Public policies category with the following subcategories: definition of the problem, formulation of solutions and decisions, implementation and evaluation. b) Citizen security category, with the following subcategories: prevention of violence and crime, attention to victims, and crime monitoring and control.

The study scenario was the municipality of Andahuaylas, Peru, in the office "Municipal Police and Citizen Security Division", the interviews were conducted in the months of March and April 2023. The municipality was selected because in the "Plan de Acción de Seguridad Ciudadana de la Municipalidad 2023", it indicates that crime rates have been increasing over the years (Municipalidad de Andahuaylas, 2023).

The sample is made up of 1 chief officer, 2 personnel hired under the CAS modality (they are the only workers) and 7 serenos and municipal police, all from the office of the Municipal Police and Citizen Security Division of the municipality. We also interviewed 30 residents of Andahuaylas who walked in the most dangerous places in Andahuaylas, the people interviewed were between the ages of 17 and 50. The total sample for the investigation was 40 people.

The selection of the sample of both the workers and the municipality was non-probabilistic discretionary sampling, according to (Cuesta, 2009), which indicates that it is a sampling technique that does not give all individuals in the population equal opportunities to be selected, since it depends on the researcher.

In the case of the workers participating in the research, written consent was obtained, in which they authorized the disclosure of the information; however, they preferred to remain anonymous, considering that the authorities of the municipality could interpret this in a negative way. In the case of the population, informed consent was obtained verbally because they were people walking in the city of Andahuaylas. In both cases, the anonymity and confidentiality of the participants was guaranteed.

The data collection technique was the structured interview, Tejero (2021) are those based on questions that are mainly closed or multiple choice. The structured interview was used in order to collect data according to the categories proposed. An interview guide was developed for the workers of the municipality of Andahuaylas and another for the population; the interview guide for the workers has served to understand the feelings of the workers and the interview guide for the population of Andahuaylas has served to understand the feelings of the citizens about citizen security.

The fieldwork was carried out in two stages; the first one was with the workers of the municipality, where a meeting was held to inform them about the research, after which consent was requested, followed by an interview with the participants, the activities were carried out within the municipality's facilities.
The second stage was to interview the villagers of Andahuaylas, the villagers were approached to explain about the research and ask for their consent, followed by the interview. The interview guides were reviewed by three professionals with doctoral degrees.

The results were processed and analyzed with the coding of categories, taking into account the phenomenological design, using Atlas.ti software. In this part we proceeded to a careful selection, transcription and coding of the interviews, and then proceeded with the interpretation.

3. Results and Discussion

An analysis was made of the data collected in the interviews in order to find the important and common findings of the interviewees about their experiences of citizen security in the two categories of public policies and citizen security. The analysis is presented in the following items.

3.1. Analysis of the opinion of the population of Andahuaylas

The results obtained after interviewing 30 of the inhabitants of the municipality of Andahuaylas are as follows:

Results with respect to the public policy category

Regarding the category of public policies the opinions of the population that stand out the most are:

- Insecurity in Andahuaylas is increasing every day (Pobl_19, 28 years old).
- At certain points you don't see citizen security agents or personnel (Pobl_16, 36 years old.).
- In Andahuaylas there is no policy to reduce insecurity (Pobl_11, 34 years old).
- Arguably, they were not as effective because insecurities remain (Pobl_9, 42 years old).
- They are not providing security as it should be to the citizens (Pobl_1, 39 years old).
- There is no precision in the actions when incidents of insecurity arise (Pobl_5, 27 years old)...
- Yes it is fine with the work that has been done so far. But it would be much better to implement with more video surveillance cameras (Pobl_10, 51 years old).
- Reinforce and control these places such as discotheque parties among others (Pobl_15, 31 years old).
- Public policies should be monitored (Pobl_28, 48 years old).

In order to analyze the data obtained from the interviews of the population, the terms or phrases were coded to find their rootedness and density.

<table>
<thead>
<tr>
<th>Codes</th>
<th>Rooting</th>
<th>Density</th>
</tr>
</thead>
<tbody>
<tr>
<td>Absence</td>
<td>41</td>
<td>1</td>
</tr>
<tr>
<td>Centralization of solutions and alternatives</td>
<td>20</td>
<td>1</td>
</tr>
<tr>
<td>Citizenship</td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>Problem definition</td>
<td>28</td>
<td>3</td>
</tr>
<tr>
<td>Evaluation and review</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Formulation of solutions and decisions</td>
<td>35</td>
<td>5</td>
</tr>
<tr>
<td>Strengthening citizenship</td>
<td>17</td>
<td>3</td>
</tr>
<tr>
<td>Implementation of solutions</td>
<td>29</td>
<td>4</td>
</tr>
<tr>
<td>Dissatisfaction</td>
<td>72</td>
<td>4</td>
</tr>
<tr>
<td>Insecurity</td>
<td>65</td>
<td>3</td>
</tr>
<tr>
<td>Citizen participation</td>
<td>15</td>
<td>1</td>
</tr>
<tr>
<td>Raising public awareness</td>
<td>17</td>
<td>2</td>
</tr>
</tbody>
</table>

Table 1 shows that the code "dissatisfaction" has a rootedness of 72, followed by the code "insecurity" with 65 rootedness, and the code "formulation of solutions and decisions" with 35 rootedness and implementation of solutions with 29 rootedness. Respondents gave their opinion most often on the word "dissatisfaction" being the one with the highest representativeness. The phrase "formulation of
solutions and decisions” is the one that is most often related to the other codes, which means that the respondents gave the most frequent opinions on this phrase together with the other codes. On the other hand, it is necessary to know the semantic network on public policies.

In the same line of the result, Solís et al. (2021) analyzed the impact of public policies on citizen security, in San Juan de Lurigancho, Peru, where it indicates that, the interviewees have the perception that public policies are not developed efficiently, and the population feels insecure; also Zuñiga (2019) mentioned in the municipality of San Isidro Peru, the population practically never feels safe.

Figure 1: Semantic network of the Public Policy category of the Andahuaylas citizens’ opinion.

Figure 1 shows the semantic network of public policies, based on the opinions of the citizens of Andahuaylas; it also shows that the formulation of problems and the formulation of solutions, implementation and evaluation are part of public policies.

Regarding the category citizen security, the opinions of the population that stand out the most are:

- Crime continues to exist, and we must continue with the articulated work between citizens and the municipality (Pobl_29, 34 years old).
- Citizen insecurity did decrease, but it is necessary to increase patrolling (Pobl_21, 47 years old).
- The truth is, there is still a lot of room for improvement (Pobl_17, 37 years old).
- Citizen insecurity has not decreased. Criminals continue to steal (Pobl_10, 31 years old).
- Improve the vigilance that is being given on citizen security (Pobl_3, 39 years old).
- It would be better to implement and focus on dissemination so that people suffering from this problem (Pobl_21, 47 years old).
- It does provide security support with vehicles, but it is not enough (Pobl_17, 37 years old).
- So far I did not see support for some affected people (Pobl_10, 31 years old).

In order to analyze the data obtained from the interviews of the population, the terms or phrases were coded to find their rootedness and density.
Table 2: Codification of the category Citizen Security: Rootedness and density of the opinion of the citizens of Andahuaylas.

<table>
<thead>
<tr>
<th>Codes</th>
<th>Rooting</th>
<th>Density</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to information</td>
<td>26</td>
<td>3</td>
</tr>
<tr>
<td>Attention to victims</td>
<td>33</td>
<td>4</td>
</tr>
<tr>
<td>Immediate attention</td>
<td>25</td>
<td>2</td>
</tr>
<tr>
<td>Psychological care</td>
<td>11</td>
<td>1</td>
</tr>
<tr>
<td>Video surveillance cameras</td>
<td>27</td>
<td>4</td>
</tr>
<tr>
<td>Strengthening citizenship</td>
<td>17</td>
<td>3</td>
</tr>
<tr>
<td>Increase and training of security personnel</td>
<td>22</td>
<td>2</td>
</tr>
<tr>
<td>Improve street lighting</td>
<td>12</td>
<td>2</td>
</tr>
<tr>
<td>Violence and crime prevention</td>
<td>23</td>
<td>6</td>
</tr>
<tr>
<td>Reduction of crime</td>
<td>41</td>
<td>4</td>
</tr>
<tr>
<td>Crime monitoring and control</td>
<td>8</td>
<td>4</td>
</tr>
<tr>
<td>Raising public awareness</td>
<td>17</td>
<td>2</td>
</tr>
<tr>
<td>Surveillance and monitoring</td>
<td>25</td>
<td>2</td>
</tr>
</tbody>
</table>

Table 2 shows that the code “crime reduction” has the highest rootedness with 41, followed by the code “attention to victims” with 33 rootedness; these data are the ones most often indicated by the population in their opinions. On the other hand, has “Prevention of violence and crime” as the highest density with a value of 6, indicating that the population has repeated and coincided more times among the interviewees. Likewise, the semantic network that includes the codes of the citizen security category and the semantic relationships of these same codes should be highlighted.

There is research that has similar results, for Cunyá-Merino et al. (2022) countries struggle every day to improve and establish laws that regulate violent acts, in order to reduce crime, and for Zúñiga (2019) the district of San Isidro, Peru, has a Women’s Center (CEM) and social insertion programs, but with little attention to victims, which should be improved.

Figure 2: Semantic network of the Citizen Security category in the opinion of the citizens of Andahuaylas.

Figure 2 shows the graphic structure that represents the codes of the semantic relationships based on the opinion of the citizens of Andahuaylas, among them in the category of citizen security. It is evident that the main codes of the citizen security category are: reduction of crime, attention to victims, prevention of violence and crime, and finally, monitoring and control of crime.
Effectiveness of public policies in digital video public safety services

The simultaneous presence of data between the categories of public policies and citizen security is visualized in Figure 3, these are closely linked and related to the actions or decisions taken by the authorities of the municipality of Andahuaylas.

**Figure 3:** Co-occurrence coefficient percentage comparison between public policies and Citizen Security in the opinion of the population of Andahuaylas.

![Figure 3](image)

Figure 3 shows the coefficient of co-occurrences obtained between the categories of public policies and citizen security. Likewise, the related codes of the citizen security category that present a less significant interaction with the public policy category are: "immediate attention", "psychological attention", "crime monitoring and control", being these topics to be reinforced with respect to the decision-making process, which includes the identification of problems, analysis of alternatives, selection of the best option to improve citizen security. It can also be inferred that there is a connection between the codes "crime reduction", "violence and crime prevention", "surveillance and monitoring" with respect to the category of public policies; this is evidenced by the higher coefficients they possess in relation to public policies. Ordinola (2019) in the result of his research that citizen security is not only a task of the authorities on duty, but it is a work of society and authorities.

### 3.2. Analysis of the opinion of the employees of the municipality of Andahuaylas

In this section we present the results obtained through interviews with 10 employees of the municipal police of Andahuaylas.

**Result of the category public policies**

Regarding the public policies category, the opinions of the municipality's workers most stand out are:

- It is a problem because there is no direct coordination to identify the problem (Traba_10, 28 years old).
- Almost always there is an articulation with the entities to prevent (Traba_6, 32 years old).
- Walking in the street late at night is no longer safe (Traba_3, 33 years old).
- The serenazgo and the municipal police always have meetings led by the chief (Traba_10, 28 years old).
- Andahuaylas are common, cell phone robberies and family problems (Traba_3, 33 years old).

In order to analyze the data obtained from the workers’ interviews, we proceeded to code the terms or phrases to find their rootedness and density.
Table 3: Codification of the category Public Policies: Rooting and density of the opinion of the workers of the municipal police and citizen security division of the municipality of Andahuaylas.

<table>
<thead>
<tr>
<th>Codes</th>
<th>Rooting</th>
<th>Density</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citizenship</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Problem definition</td>
<td>13</td>
<td>4</td>
</tr>
<tr>
<td>Crime</td>
<td>13</td>
<td>1</td>
</tr>
<tr>
<td>Complaints</td>
<td>12</td>
<td>1</td>
</tr>
<tr>
<td>Evaluation and review</td>
<td>11</td>
<td>1</td>
</tr>
<tr>
<td>Formulation of solutions and decisions</td>
<td>17</td>
<td>5</td>
</tr>
<tr>
<td>Strengthening citizenship</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Implementation of solutions</td>
<td>19</td>
<td>4</td>
</tr>
<tr>
<td>Citizen dissatisfaction</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>Citizen insecurity</td>
<td>48</td>
<td>4</td>
</tr>
<tr>
<td>Police</td>
<td>20</td>
<td>5</td>
</tr>
<tr>
<td>Raising public awareness</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Serenazgos and municipal police</td>
<td>44</td>
<td>4</td>
</tr>
</tbody>
</table>

Table 3 shows that the code for "citizen insecurity" has a value of 48, followed by the code for "serenazgos y policías municipales" with 44, and then the code for "Policía Nacional del Perú" with 20; these data are the most frequently mentioned in the opinions of municipal workers. On the other hand, the highest density is "Formulation of solutions and decisions" and "Police" with a value of 5, indicating that the workers have repeated and coincided more times in their opinion among the interviewees. In addition, it is important to highlight the semantic network used by the municipality workers that encompasses the codes related to citizen security and the semantic connections between them, Figure 4.

On this topic Prado & Quispe (2015) The implementation of current public policies have unsatisfactory results since there is no coordination with the entities. For Rincón (2018) proposes for Colombia that a new framework for citizen security is necessary since there is no communication between entities for citizen security.

Figure 4: Semantic network of the Public Policies category of the opinion of the workers of the municipal police and citizen security division of the municipality of Andahuaylas.

Figure 4 shows the graphical representation of the structure and relationships between codes in the category of public policies based on the opinion of workers in the municipal police division of the
municipality of Andahuaylas, it can be seen that the codes that stand out are: problem definition which is associated with citizen insecurity, citizen dissatisfaction and complaints, on the other hand there is the code of implementation of solutions associated with crime prevention, information and communication technologies and crime reduction; likewise, the category of public policies is associated with the codes of formulation of solutions and decisions and the code of evaluation and review.

Regarding the category citizen security, the opinions of the municipality's workers most stand out are:
- Work is carried out to detect crime, such as the installation of surveillance cameras (Traba_5, 24 years old).
- The municipality has telephone centers to receive any incident (Traba_7, 31 years old).
- The municipality coordinates with the police for support (Traba_7, 31 years old).
- Lack of commitment and coordination between the municipality and the PNP (Traba_2, 42 years).
- I consider it to be a quiet city but there are incidents in the surrounding area (Traba_5, 24 years old).

In order to analyze the data obtained from the workers' interviews, we proceeded to code the terms or phrases to find their rootedness and density.

<table>
<thead>
<tr>
<th>Codes</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Access to information</td>
<td>14</td>
<td>2</td>
</tr>
<tr>
<td>Attention to victims</td>
<td>13</td>
<td>4</td>
</tr>
<tr>
<td>Immediate attention</td>
<td>9</td>
<td>2</td>
</tr>
<tr>
<td>Psychological care</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Video surveillance cameras</td>
<td>18</td>
<td>4</td>
</tr>
<tr>
<td>Strengthening citizenship</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Increase and training of security personnel</td>
<td>16</td>
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</tr>
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<td>Improve street lighting</td>
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<tr>
<td>Violence and crime prevention</td>
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<tr>
<td>Reduction of crime</td>
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<tr>
<td>Crime monitoring and control</td>
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<td>6</td>
</tr>
<tr>
<td>Raising public awareness</td>
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<td>2</td>
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<tr>
<td>Serenazgos and municipal police</td>
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<td>4</td>
</tr>
<tr>
<td>Surveillance and monitoring</td>
<td>14</td>
<td>4</td>
</tr>
</tbody>
</table>

Table 4 shows that the code "serenazgos y policías municipales" has the highest rootedness of 44, followed by "reducción de la delincuencia" with 37 rootedness and "Cámaras de video vigilancia" with a value of 18; these data are the ones most often indicated in their opinions by the workers of the municipality. On the other hand, the highest density is "Prevention of violence and crime" with a value of 8 followed by "Monitoring and control of crime" with a value of 6; the data indicates that workers have repeated and coincided more times in their opinion among those interviewed. Prado & Quispe (2015) the implementation of public policies and the participation of society in the fight against citizen insecurity is not well applied, which is why the serenazgos and municipal police do not do their job properly. Muñante (2020) determined that police interrelation with neighborhood citizen security boards is very important against common crime. Llerena (2022) found that the neighborhood councils in coordination with the serenazgos and the national police help to combat citizen insecurity.

It is of utmost importance to highlight the semantic network of codes used by municipal workers in relation to the category of Citizen Security, Figure 5.
Figure 5. Semantic network of the Citizen Security category of the opinion of the workers of the municipal police and citizen security division of the municipality of Andahuaylas.

Figure 5 shows the visual representation of the semantic network used by employees of the municipal police and citizen security division in the municipality of Andahuaylas, with respect to the category of citizen security. The figure shows that the codes of violence and crime prevention, crime monitoring and control, and attention to victims are part of the category of citizen security.

The simultaneous presence of data between the categories of public policies and citizen security in the opinions of municipal workers is visualized in Figure 6, these are closely linked and related to the actions or decisions taken by the authorities of the municipality of Andahuaylas.

After analyzing the coefficient of co-occurrence between the categories of public policies and citizen security for workers of the municipal police and serenazgos of the municipality of Andahuaylas, it is observed that they agree that security personnel should be increased and trained in order to reduce citizen insecurity and prevent violence and crime.

Figure 6. Percentage comparison of the coefficient of co-occurrence between public policies and citizen security in the opinion of workers of the municipal police and serenazgos of the municipality of Andahuaylas.

Figure 6 shows the comparison of the coefficient of co-occurrence between the categories of public policies and citizen security. When analyzing the interviews with municipal police and serenazgos workers, it is evident that the codes with the lowest coefficient of co-occurrence are: psychological care, strengthening citizenship, and surveillance and monitoring. The municipality of Andahuaylas should take concrete and effective measures and actions to implement significant improvements in these areas, thus guaranteeing a positive and lasting impact on the Andahuaylina population.
In relation to the analysis conducted, Salas et al. (2023) on citizen security as a government regulation in the last 5 years evidenced that public policies did not have a positive impact on citizen security. On the other hand, Muggah (2017) citizen security policies have become a priority issue in global, national and regional agendas. Bullón and Melgar (2022) in their research results indicated that the municipal management variable significantly influences the citizen security variable by 79.10%.

4. Conclusions

It has been evidenced that the population of Andahuaylas has a certain feeling of dissatisfaction with the public policies of citizen security implemented by the municipality of Andahuaylas, there is also a population that feels insecure; likewise, in the interviews they tend to ask for solutions and decisions to reduce crime, and when there is a problem of citizen security, from the municipality and the National Police there should be greater attention to those harmed, they also have a feeling of requesting prevention of violence and crime. On the other hand, the workers of the municipality of Andahuaylas in the interviews conducted on the category of public policies expressed the opinion that there is citizen insecurity, however, these are combated with the serenazgos and municipal police, they also state that they are in constant coordination with the National Police, the feeling that the workers have is that they are always looking for solutions and decisions. On the other hand, regarding citizen security, they feel that the serenazgos and the municipal police play an important role and are supported by technology such as video surveillance cameras.

The present investigation is oriented to know how effective are the public policies of citizen security and to describe the actions that are being carried out by the municipality to combat citizen insecurity; the results of the investigation are useful for the municipality where the investigation was carried out to make decisions and take actions to improve its public policies of citizen security, likewise, it is intended to continue investigating the subject in order to see if it is improving citizen security in the city of Andahuaylas.

During the investigation, some mistrust was noted on the part of the workers of the municipality, since they were afraid that their answers would be taken in a bad way by the authorities of the municipality, so it was necessary to raise awareness of the investigation. The population of Andahuaylas has little interest in the topic of citizen security, since it was evident that they are unaware of the public policies that the municipality carries out on citizen security, therefore, it was difficult to find people to collaborate with the investigation, so it was necessary to explain in detail about the investigation.
References


Effectiveness of public policies in digital video public safety services


