

Governance and Citizen Satisfaction in Intermediate Cities of Ancash (Peru)

Willy Alex Castañeda-Sánchez¹, Félix Claudio Julca-Guerrero², Fernando Vega-Huincho³, Benjamín Roldan Polo Escobar^{4*}, Julio César Matos Quesada⁵, Rosa Gabriela Pascual Albitres⁶

Abstract

The study analyzes the relationship between governance and citizen satisfaction in three intermediate cities of Aija, Casma and Yungay (Ancash, Peru). In recent decades, the trend in these cities has been population growth in urban areas with signs of corruption. Context where governance is in charge of municipal or municipal authorities. The main purpose of the research was to determine the relationship between governance and citizen satisfaction, taking into account citizen participation, development in the educational field and citizens' expectations of governance with a view to the future. For this purpose, a correlational descriptive research was carried out with a quantitative approach. The sample consisted of 320 male and female villagers aged between 18 and 70 years. For data collection, the survey technique was used and the questionnaire was used as an instrument, which included 20 questions. The main findings are that the relationship between governance and citizen satisfaction is low. Similarly, citizen participation in public works is low, as well as attention to educational services is low. For this reason, the population has no greater expectations for the development of their peoples. Consequently, governance in the intermediate cities of Ancash needs to be modernized, reinvented and enable citizen participation in the planning and execution of public works in order to respond with relevance according to each specific reality.

Keywords: governance; intermediary cities; citizen satisfaction; citizen participation.

¹ PhD in Education. Master's Degree in University Teaching and Educational Management. Affiliation: César Vallejo University. RENACYT Code: P0079902, Level VI. Email: wcastaneda@ucv.edu.pe ORCID: <https://orcid.org/0000-0002-4421-4778>

² Doctor of Philosophy (Ph.D.) and Master of Arts from The University of Texas at Austin (USA), Master in Intercultural Bilingual Education from the Universidad Mayor de San Simón (Bolivia) and Lawyer from the Universidad Nacional Santiago Antúnez de Mayolo (UNASAM, Huaraz, Peru). Affiliation: Universidad Nacional Santiago Antúnez de Mayolo RENACYT Code: P0032459, Level V. Email: fjulca@puccp.pe ORCID: <https://orcid.org/0000-0001-5637-5440>

³ PhD in Management and Educational Sciences, Master's Degree in Computing and Informatics, Industrial Engineer and Bachelor's Degree in Education. Affiliation: César Vallejo University. Email: fvegah100@hotmail.com ORCID: <https://orcid.org/0000-0003-0320-5258>

⁴ PhD in Public Management and Governance. PhD in Educational Administration. Master's Degree in Strategic Management in Information Technology. Mg. In Health Services Management. Affiliation: Universidad Nacional Toribio Rodríguez de Mendoza de Amazona, RENACYT Code: P0066068 Level V. E-mail: benjamin.polo@untrm.edu.pe ORCID: <https://orcid.org/0000-0001-5056-9957>

⁵ Doctor of Law. Master's Degree in Law, Mention in Penalty Law. Affiliation: César Vallejo University. E-mail: jmatos@ucv.edu.pe ORCID: <https://orcid.org/0000-0002-4795-9337>

⁶ PhD in Postdoctoral Studies in Education, Technology and Research at the Universidad de Oriente in Mexico; PhD in Health Sciences from the University of Huánuco-Peru, Master's Degree in Public Health and Health Management from the Hermilio Valdizán National University of Huánuco-Peru; Master's Degree in Health Services Management from the Alcalá de Henares University in Madrid, Spain; Master's Degree in Prevention and Protection of Occupational Risks. Specialist in Ergonomics and Prevention of Psychosocial Risk at the University of Alcalá de Henares - Madrid - Spain; Master's Degree in Public and Private Health Management. Universidad Continental, Peru; Surgeon. Odessa State Medical University-Former Soviet Union; Specialist in Family and Community Medicine. César Vallejo University. Email: rpascuala@ucvvirtual.edu.pe ORCID: <https://orcid.org/0000-0003-4486-0726>

1. Introduction

This article analyzes the relationship between governance in three intermediate cities of Ancash (Peru) and citizen satisfaction. These three intermediate cities are located within the Ancash region and are located, one in the coastal area (Casma), another in the Vertientes area (Aija) and another in the Callejón de Huaylas. These cities have an intermediate and low population density and socioeconomic and cultural development; that is, they are not as large as the capital provinces of Huaraz (Andean zone) and Chimbote (coastal zone). The province of Casma has a population of 50,989; Yungay with 50,841 and Aija, the smallest, with 6,316 inhabitants (INEI, 2017). Thus, these intermediate cities are defined by their population and territorial size (Becerril, et al. (2022), as well as by the articulation of social and cultural diversity between rural and urban, between traditional and modern, between Quechua and Spanish (Julca & Nivin, 2023).

According to Yauri (2014), Kapsoli and Ocaña (2015), Julca and Nivin (2020), Julca (2021) and Julca et al. (2023), in the last century, the cities of the Ancashina coast and highlands have experienced great socioeconomic and cultural transformations as a result of migration from the countryside to the city, as well as from other cities, commercial movement, tourism and the impact of modernity. The first density of migration to Chimbote occurred in the 1960s and 1970s, at the time of the "fishing boom"; likewise, in Huaraz and the Callejón de Huaylas it occurred after the fateful earthquake of 1970. The second migratory phase occurred in the late 1990s, with the presence of the transnational mining companies Barrick and Antamina, which definitively changed the economic and socio-cultural situation of Ancash (Julca et al., 2023). While the changes have become more noticeable in the large cities of Huaraz and Chimbote; however, changes are also recorded in the intermediate provinces such as Casma and Yungay, but in other cases such as Aija, the trend is population decrease due to migration to Huaraz and other cities on the coast.

Associated with the socio-economic changes and population growth in the main urban cities of Ancash as a result of the presence of the Barrick mining companies, but mainly Antamina, the issue of corruption of regional and local authorities appears. Corruption encompasses a set of acts that harm society in general, the consequences are harmful and irreversible that often lead to murders and deaths (Ramos & Álvarez, 2019). In the Ancash region, corruption from 2007 to 2014 linked people linked to contract killings and illegal mining. The regional president of Ancash, during this period, formed a corrupt organization, made up of people with economic, political or governmental power (Melgar, 2017). Currently, these cases have been considered emblematic because of the great impact they had; However, there are no subsequent reports that make visible the promotion of guarantees of prevention, recovery or social compensation for the damage caused to the affected entities. This accreditation task corresponds Enco (2017) to the Anti-Corruption Public Prosecutors' Offices, institutions that represent the State and contribute to sustaining the respective compensation, which leads to a predefined basis.

The context of population growth in the intermediate urban cities of Ancash, socioeconomic changes and the corruption of public officials forces us to reflect on how local governments or municipalities administer public services and how they have to administer and manage cities for a better future. For this reason, Mariño, Rodríguez, and Uribe (2020) argue that governance plays a leading role in guiding social dynamics related to population growth, development, technology, and politics in a given territory. Governance involves management and administration processes, as well as the role of authorities in decision-making.

Brunner et al. (2020) argue that governance is the result of the combination between organizational ideas and factors in different dimensions: state regulations, stakeholder framing, academic and managerial self-governance, competition, and funding. On the

other hand, Lascoumes and Le Galès (2014) consider that governance focuses on the processes of coordination of institutions, actors and actions to achieve collectively established objectives. In addition, Becerril et al. (2022) state that, according to the growth of cities and socioeconomic changes, governance has to be adaptive with a horizontal articulation (of various sectors and their interests) and vertical articulation (of different decision-making scales). Therefore, the governance of institutions such as local governments has to do with managing municipal administration with the participation of citizens with common objectives for the entire population.

According to Guerrero (2021), it is essential for governance to seek cooperation and attention to the different realities experienced by the inhabitants in order to avoid fragmentation processes as a result of individualistic dynamics. Thus, in order to acquire meaning among actors and authorities, governance requires articulation with citizen participation in the planning and execution of public works. In this perspective, governance acts at two levels: First, the objectives and goals of public works and social development projects for society. Second, the rules of relations between actors and citizen participation, the latter being an important factor of the government because it allows us to move towards social cohesion (Aguilar, 2009; Guerrero, 2021).

Mariño et al. (2020) argue that governance in influential cities requires two scenarios: from the public sphere, which is based on public policies that guarantee the sustainability of a territory and; from the social point of view, which is based on the culture of active and responsible participation in the construction of their city. To do this, governance requires four elements: the territory, the government, the methodology of citizen participation and society. In this way, governance provides a glimpse of good democratic and participatory practices for the development of cities and societies.

Governance with good planning and execution of public services leads to citizen satisfaction. User or citizen satisfaction is a growing concern in the governance of public institutions such as municipalities because it is an important expression of efficiency and effectiveness in public management (Cobo-Beltrán et al., 2023). According to Enríquez (2014), citizen satisfaction is the reflection of the complacency of a service to the user. In relation to performance, the notion of satisfaction is assimilated to the measurement of attitudes as a sum of evaluations of the specific satisfactions of the various attributes of the service provided in public management. The level of satisfaction of citizens in relation to public services is based on aspects related to demographics, ethnic-cultural origin, age, gender, education, income level and home ownership (Gonzales, 2019).

Local governments or municipalities, according to the Organic Law on Municipalities, Law No. 27972 (2003), are considered as a group of people, settled in a given territory, legally organized to pursue the common goal: satisfaction of collective needs. Likewise, Article IV states: "Local governments represent the neighborhood, promote the adequate presentation of local public services and the integral, sustainable and harmonious development of their constituency." Thus, local governments promote the economic development of their territorial constituency and local business activity with criteria of social justice. Within this framework, municipal competence, among others, includes actions related to education, culture, sports and recreation (Zavaleta & Zavaleta, 2018).

Within this framework, it was proposed to carry out a research that accounts for the governance of local or municipal authorities and user satisfaction in three intermediate cities of Casma, Aija and Yungay (Ancash, Peru). The purpose of this study was to determine the relationship between governance and citizen satisfaction in these intermediate cities. Well, in the big cities of Ancash, the population disapproves, for the most part, of the management of their authorities because of the scarce public works for the benefit of the majority and the corruption in which they are immersed. Thus, the last five regional governors of Ancash, as well as the mayors, are in jail serving sentences for corruption or some of them are on the run. Therefore, the purpose of the research was to

determine the relationship between governance and citizen satisfaction, since it is important to know how governance develops in local municipalities and the satisfaction of the population with the public services provided, citizen participation in the planning and execution of public works, especially in the education sector, and expectations for the future.

2. Rationale and objectives

At present, the populations of the different cities of Ancash, Peru and all over the world are experiencing great economic, political, environmental and cultural changes and challenges. In this regard, the United Nations (2020) argues that cities will be essential for them to efficiently and sustainably develop people's well-being. This implies that properly planned, organized, managed, and financed cities tend to create economic, social, and environmental value that has an impact on the development of individuals and families. In this process, the notion of governance is transcendental that implies territorial management, government, citizen participation and society (Mariños et al., 2020). To achieve this, public policies are required to guarantee the sustainability of a territory and the demonstration in the culture of society characterized by an active and responsible participation of its city. Therefore, governance can build and develop projects in cities with citizen participation and attending to their needs and interests in order to achieve the development of cities with the full satisfaction of their inhabitants who are listened to, attended to and summoned to participate (Becerril et al., 2021).

This research develops governance in the public management of local governments or municipalities in three intermediate cities of the Ancash region: Casma (coastal area), Yungay (Callejón de Huaylas) and Aija (Las Vertientes area). The main objective was to determine the relationship between governance and local or municipal management in three intermediate cities of Ancash and citizen satisfaction. To this end, it was proposed to identify the basic elements of municipal governance and the level of citizen participation in the different public management projects; as well as the commitment and participation of the inhabitants and their expectations in the development of their cities and the region in general.

3. Methodology

The research was descriptive correlational and approached with a quantitative approach that is based on information translated into quantifiable numerical data (Hernández et al., 2014). It was framed in the analysis of the degree of correlation between the governance of local authorities and the level of satisfaction of the inhabitants of three Ancashina cities (Romero et al., 2021; Flick, 2020; Ñaupas et al., 2018). For this purpose, the survey technique and the questionnaire were used as its instrument, which consisted of 20 items (10 for each variable).

The study sample consisted of 320 participants from three areas of the Ancash region: 120 from the coastal zone (Casma), 110 from the Callejón de Huaylas (Yungay) and 90 from the slope zone (Aija). Participants were equally male (160) and female (160) between the ages of 18 and 70. Table 1 shows the distribution of the inclusion and exclusion criteria of the three intermediate cities of Ancash.

Table 1: Inclusion and exclusion criteria for the sample	
Inclusion criteria	Exclusion Criteria
Be between 18 and 70 years old.	Be under 18 years of age and over 70 years of age.

Reside in the cities of Aija, Casma and Yungay	Do not live in the cities of Aija, Casma and Yungay
Have the capacity for discernment	Have psychological deficiencies
Source: Sample selection criteria. Own elaboration.	

Information was collected using the survey technique. To this end, a questionnaire with a Likert scale was developed consisting of 20 questions, 10 referring to the governance variable and 10 related to citizen satisfaction. These led to measuring the dimensions related to: public management, citizen participation, citizen satisfaction, especially in the educational aspect. The survey was printed and administered to the participants through a house-to-house visit by the research assistants with the accompaniment of the principal investigators. This activity took place from October 10 to November 11, 2022. The surveys were anonymous and an informed consent form was used in each case.

For the validity and reliability of the instruments, we proceeded with the validation of expert judgment, made up of Renacyt researchers. Data processing and statistical analysis was performed using SPSS 26.0 software. The analysis was performed with descriptive and inferential statistics with Spearman's Rho, which allowed us to obtain the correlation coefficient and its bilateral significance. Likewise, regarding reliability or internal consistency, it was carried out through Cronbach's Alpha coefficient (Carrillo, 2021, Villegas et al., 2019).

4. Results

The experiences and perceptions of the citizens of Casma, Yungay and Aija in relation to the governance of their people are fundamental to the cultural development of their peoples. Based on a situational diagnosis of the three intermediate cities, taking into account the objectives of the research, the relationship between governance and citizen satisfaction is visualized. Table 2 shows three levels, in the first line, the governance relationship, which represents an average level of 41.9%, but a low level of satisfaction. Governance is also related to a low level with 26.6%, as well as satisfaction. Only 5% are representative at a high level.

Table 2: Relationship between governance and citizen satisfaction						
			V2: Satisfaction			Total
			Low	Middle	High	
V1: Governance	Low	Recount	85	18	0	103
		% of total	26,6%	5,6%	0,0%	32,2%
	Middle	Recount	134	43	6	183
		% of total	41,9%	13,4%	1,9%	57,2%
	High	Recount	13	16	5	34
		% of total	4,1%	5,0%	1,6%	10,6%
Total		Recount	232	77	11	320
		% of total	72,5%	24,1%	3,4%	100,0%

Source: Authors.

Table 3 shows the results of Spearman's Rho correlation analysis, which is very cohesive and reliable to obtain the data. In addition, the results show a significant relationship, a low positive correlation coefficient, all of which is very interesting to accept the research hypothesis, which governance is related to citizen satisfaction.

		V1: Governance	V2: Satisfaction
Spearman's Rho	V1: Governance	Correlation coefficient	1,000
		Follow-up (bilateral)	,000
		N	320
	V2: Satisfaction	Correlation coefficient	,248**
		Follow-up (bilateral)	,000
		N	320

Source: Authors.

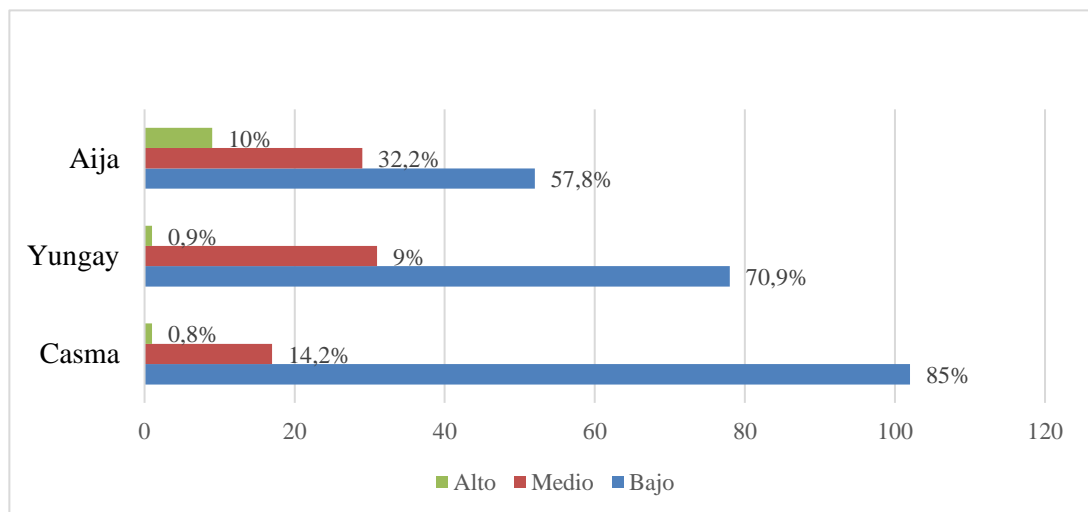


Figure 1: Satisfaction with the governance of intermediary cities. Source: Authors.

A critical analysis suggests that the majority of citizens are not satisfied with the governance of their local or municipal authorities. Taking into account that citizen satisfaction is the reflection of a service provided to the user by the municipal authorities, the results in Figure 1 show only a low acceptance, followed by an average acceptance in a minimal percentage. The only exception is seen in the case of Aija, where it reaches 10% high acceptance. In this regard, governance led by local authorities is not delivering on development plans in the three intermediate cities. This suggests that local governments develop actions that are not favorable for the social and economic development of their towns. Thus, the city of Aija, which has a smaller population than Casma and Yungay, also reflects the lack of attention. This critical result gives a glimpse of the reflection of the authorities and residents on the future of intermediate cities to achieve a developed, educated and sustainable people.

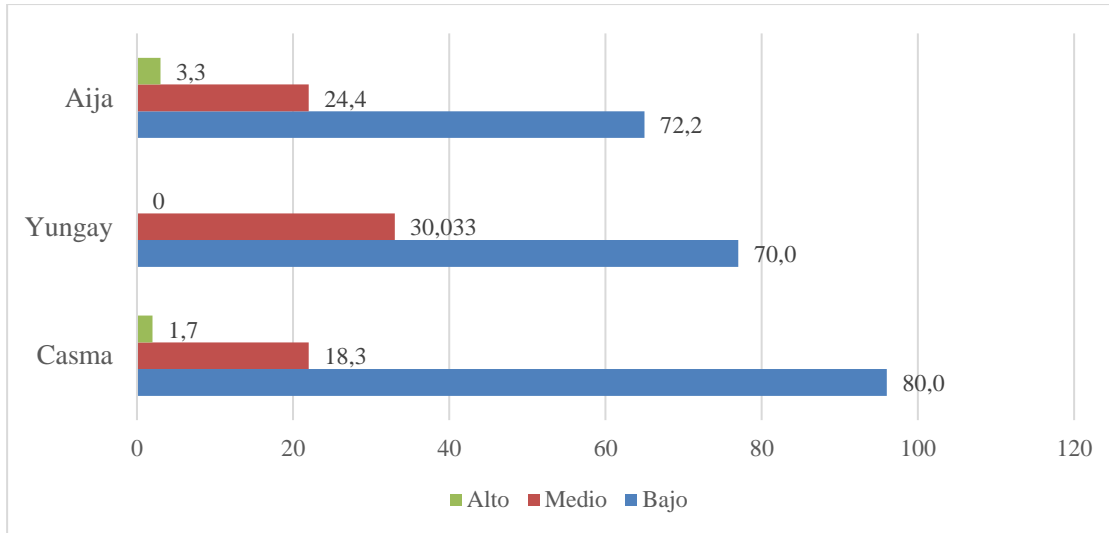


Figure 2: Level of citizen participation in your locality. Source: Authors' own creation.

Citizen participation is essential in the governance and development of cities. This implies that citizens must be part of the planning and development of plans and proposals. Participating in a public work of social development is significant because it allows us to lead towards social and responsible cohesion. The results obtained are worrisome due to the low turnout and citizen participation. Thus, Figure 2 shows the low participation of the inhabitants in the three cities and moderately less than half of the participants. This makes it possible to argue that the different socioeconomic changes and population increases must be conducted by adequate governance with full citizen participation, without the hint of personal opportunism or corruption. Every population needs opportunities to achieve a city with the capacity for development, safe and sustainable.

Table 4: Relationship of governance and citizen participation in public works

			Citizen Participation			Total
			Low	Middle	High	
Governance	Low	Recount	92	11	0	103
		% of total	28,7%	3,4%	0,0%	32,2%
	Middle	Recount	130	52	1	183
		% of total	40,6%	16,3%	0,3%	57,2%
	High	Recount	18	13	3	34
		% of total	5,6%	4,1%	0,9%	10,6%
Total		Recount	240	76	4	320
		% of total	75,0%	23,8%	1,3%	100,0%

Source: Authors.

The activities carried out by local authorities require citizen participation because this allows them to be part of the sustainability of a territory. In this study, the relationship between governance and citizen participation in the execution of public works is 40.6%. This percentage represents a medium level, but of low acceptance in the development of municipal works.

			Educational Services			Total
			Low	Middle	High	
Governance	Low	Recount	74	28	1	103
		% of total	23,1%	8,8%	0,3%	32,2%
	Middle	Recount	122	61	0	183
		% of total	38,1%	19,1%	0,0%	57,2%
	High	Recount	14	17	3	34
		% of total	4,4%	5,3%	0,9%	10,6%
Total		Recount	210	106	4	320
		% of total	65,6%	33,1%	1,3%	100,0%

Source: Authors.

Regarding the relationship between governance and educational services, Table 5 shows that this relationship is low at 23.1%. At the middle level, the ratio increased by 15% to 38.1%. Only 5.3% reach the high level. These results reflect a governance work that is moderately accepted in management, but with little attention to educational services.

			Participation and expectations in the development of their cities			Total
			Low	Middle	High	
Governance	Low	Recount	94	9	0	103
		% of total	29,4%	2,8%	0,0%	32,2%
	Middle	Recount	137	41	5	183
		% of total	42,8%	12,8%	1,6%	57,2%
	High	Recount	7	27	0	34
		% of total	2,2%	8,4%	0,0%	10,6%
Total		Recount	238	77	5	320
		% of total	74,4%	24,1%	1,6%	100,0%

Source: Authors.

Finally, Table 6 shows the relationship of governance and the expectations of citizens in the development of their peoples. 29.4% represent the governance relationship and citizens' expectations at a low level. For the next level there is an increase of 13.4%, reaching the average level of 42.8% but with low participation and expectations. 8.4% have a high ratio, but low expectations in the development of their cities. The data shown reflect a governance level of low citizen participation. Results that show low interest in their authorities to see their locality in growth and development. Therefore, there is no greater expectation of citizens with their rulers.

5. Discussion and conclusions

Cities are governed by their authorities who formulate and execute plans and projects for economic, social, and cultural and environmental development. Governance needs to be adapted to each specific reality and should present a line of articulation with citizen participation. In addition, the inhabitants must feel satisfied with the actions of the common good carried out by their authorities (Becerril et al (2022)). In this context, the results of this research show that there is a significant relationship between governance and citizen satisfaction. The governance ratio is shown at a medium level, while satisfaction is at a low level. This is corroborated in Table 3, where its correlation coefficient value is 0.248, being a low positive correlation. This implies that the municipal management of the intermediate cities does not satisfy the inhabitants due to the lack of attention in public services. Therefore, new and renewed forms of governance are required to satisfy the population (Cobo-Beltrán, et al 2023).

Figure 1 shows the levels of satisfaction in the governance of the intermediate cities of Aija, Yungay and Casma. Of the three cities studied, the one with the highest dissatisfaction (low satisfaction) is Casma, followed by Yungay and then Aija. While Aija is the smallest city and has a smaller population; however, the population also shows low satisfaction. Therefore, satisfaction is directly related to the good provision of services to the user (Enríquez, 2014), as well as in public services (González, 2019).

In relation to citizen participation in the three intermediate cities, the data indicate the low participation of the inhabitants in the governance of their villages. Figure 2 shows that the participation of the inhabitants is low and almost non-existent, which implies that the authorities govern without taking into account the needs and interests of the inhabitants. As a result, the participation of the inhabitants is nil and is affected by different government actions aimed at more particular ends.

Regarding the relationship between governance and citizen participation in the planning of public works. The results in Table 4 show that governance shows a medium level acceptance, but a low level of citizen participation. Results that allow measures to be taken in the work plans of the local authorities where the inhabitants participate in the development of the different public works. This is a scenario where governance must take into account in order to achieve cohesion in a society that needs development and progress today more than ever (Aguilar, 2009; Guerrero, 2021).

Regarding the relationship between governance and educational services, Table 5 shows that governance is accepted at a medium level, while at a low level in educational services. A relationship that focuses on medium-level results, but low attention to educational services. In this regard, with the minimum acceptance rates, it is very difficult to achieve progress in the development of cities and, in particular, of the education sector. The authorities that govern a city in a scenario only with public policies and do not take into account culture as an initiative as an educational service, would not be reflecting the development of a people, much less the change of a society. In both scenarios, governance is required to guide its role in the development and construction of a prosperous city in different aspects such as economic, social, cultural, educational, among others (Mariño et al., 2020).

Finally, regarding the relationship between governance and citizen expectations in the development of their peoples, Table 6 shows that the results are at an average level of 57.2% in governance. On the other hand, participation and expectations are at a low level of 74.4%. These results lead us to reflect on the level of participation and expectations of the inhabitants in the development of their villages. Therefore, governance plays a fundamental role in the management of local governments or municipalities where they administer public services. In this sense, having plans, a project and a good idea is to have a governance that shows expectations for the population where they can achieve the development and change that the population needs (Bruner et al. 2020). In this sense, as

Becerril et al. (2022) point out, the change and growth of cities have to be directed through a horizontal and vertical articulation, that is, with groups from different sectors and decision-making where the authorities of the municipalities with the participation of the inhabitants achieve the purposes that every city needs. change and development.

References

- Aguilar, L. (2009). Governance: conceptual standardization and emerging issues. *Leadership Notebooks*, 17. ESADE. http://itemsweb.esade.es/wi/research/catedra_liderazgos/Catedra_Lideratge/Publicacions/catedra17_baja.pdf
- Becerril, H., Rodríguez, L., & Yáñez, K. (2022). Governance of intermediary cities. Learning from post-disaster actions in the metropolitan area of Acapulco, Mexico. *Urban Magazine*, 44, 46-57. <https://doi.org/10.22320/07183607.2021.24.44.04>
- Brunner, J., Labraña, J., Ganga, F., & Rodríguez-Ponce, E. (2020). Governance of Higher Education: The Role of Ideas in Policy. *Ibero-American Journal of Education*, 83(1), 211–238.
- Carrillo, J. (2021). Statistical reliability test and factor analysis with SPSS - Civil and Administrative Engineering (ingenieriaconsultoria.com).
- Cobo-Beltrán, J., De la guerra-de Urioste, J., Goicochea-Rojas, D., & Torres-Cañizalez, P. (2023). Satisfaction of school principals with support services offered by the Municipality of Lima-Peru. *Journal of Social Sciences*, XXIX(1), 289-311. <https://produccioncientificaluz.org/index.php/res/index>
- Official Gazette El Peruano. (2003). Organic Law of Municipalities. Law No. 27972. Editora Perú. <https://diariooficial.elperuano.pe/pdf/0015/3-ley-organica-de-municipalidades-1.pdf>
- Enco, A. (2017). Anti-Corruption Prosecutor's Office and its Functions. Digital Library of the Academy of the Magistracy. <http://repositorio.amag.edu.pe/handle/123456789/912>
- Enriquez, J. (2014). Customer satisfaction of the Department of Collections of the Municipality of Ensenada [Postgraduate thesis], National University of La Plata.
- Flick, U. (2020). *Introducing research methodology*. SAGE Publications Ltd.
- Gonzales, J. (2019). *Municipal Services and Citizen Satisfaction in the District of Concepción, Junín-Peru* [Master's Thesis, Universidad Nacional del Centro del Perú]. <https://repositorio.uncp.edu.pe/handle/20.500.12894/5842>
- Guerrero, M. (2021). Governance as a principle of government and social coexistence. *Inventio*, 17(41), 2448-9026. [10.30973/inventio/2020.17.41/2](https://doi.org/10.30973/inventio/2020.17.41/2)
- Hernandez, R., Fernandez, C., & Baptista, M. (2014). *Research Methodology*. Mexico: McGraw Hill.
- INEI (2017). 2017 Census: XII Population, VII Housing and III Community. <https://censo2017.inei.gob.pe/>
- Julca, F. (2021). Language and society in Ancash. In F. Julca, F. Zubieta, D. Barrón & S. Castro (eds.), *Ancash: a view from the Bicentennial* (pp. 275-302). Editorial Fund of the Santiago Antúnez de Mayolo National University and Ancashino Writers Association. <http://repositorio.unasam.edu.pe/handle/UNASAM/4735>
- Julca, F., & Nivin, L. (2020). An approach to the socio-cultural development of Huaraz. *Discursive Knowledge*, 1(1), 106-121. http://revistas.unasam.edu.pe/index.php/saber_discursivo/article/view/733/891
- Julca, F., & Nivin, L. (2023). Academic and sociocultural activism in the revitalization of Quechua in Ancash, Peru. *Form and Function* (Upcomming).
- Julca, F. et al. (2023). Social and cultural inclusion in university education in Ancash (Peru). *From the South*, 15(2), (upcomming).

- Kapsoli, W., & Ocaña, H. (2015). Ancash, cultural capital and education. *Magisterial Spill. Academy of the Magistracy*.
- Lascoumes, P. & Le Galès, P. (2014). *Sociology of Public Action*. El Colegio de México.
- Mariño, G., Rodríguez, C., & Uribe, A. (2020). Determinants for the governance of influential cities. *Revista Venezolana de Gerencia*, 25(92), 1347-1358. <https://www.redalyc.org/articulo.oa?id=29065286005>
- Melgar, S. (2017). The Beast's Network: The Construction of Corruption Networks in Subnational Governments, the Case of César Álvarez in Ancash. *Journal of Political Science and Government*, 4(8), 139–165.
- Ñaupas, H., Valdivia, M., Palacios, J., & Romero, H. (2018). *Research methodology. Quantitative-Qualitative and thesis writing*. Editions of the U, Complement at WEB and Grijley.
- UN (2020). *Peace, dignity and equality on a healthy planet*. <https://www.un.org/es/>
- Ramos, M., & Álvarez, F. (2019). *The Control of Corruption in Latin America: Political Agenda, Judicialization and Internationalization of the Fight against Corruption*. Carolina Foundation.
- Romero, H. et al., (2021). *Research methodology*. Ecuador, Guayaquil. Corporate Editorial. EDICUMBRE
- Villegas, L., Marroquín, R., del Castillo, V., & Sánchez, R. (2019). *Theory and Praxis of Scientific Research*. Editorial San Marcos.
- Yauri, M. (2014). *Ancash in the Tapestry: Images of its History and Culture*. National Assembly of Rectors.
- Zavaleta, M., & Zavaleta, W. (2018). *Manual for Municipal Activity*. Editorial Rodhas.