

## Importance Of Public Investment In The Digitalization Of Citizen Security In Peru

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### Summary

*To facilitate social progress, economic growth, and increased public trust in government, the pace of Peru's digital transformation accelerated in 2020. The use of digital technologies is now mandatory rather than optional, as doing so improves citizens' standard of living, while not doing so exacerbates existing socio-economic inequalities. The resulting conclusion is that digitalisation should be seen as an opportunity to improve governance by reorganising public services and making greater use of digital technologies to achieve greater efficiency and the digital well-being of citizens at minimal cost. Bridging gaps in digital ecosystems is essential for digital transformation, which requires improvements in both high-quality communication infrastructure and scale. The foundations of digital citizenship in Peru are still in the process of being built due to the gaps that currently exist.*

**Keywords:** *Citizen security, investment, digitalization of services, social welfare.*

### 1. Introduction

#### Understanding the current state of citizen security in Peru

Citizen security is a growing concern in Peru, with high rates of crime and violence affecting the public's perception of security. According to a 2023 study by Salas, indicators of crime, misdemeanors, and family violence in Peru have been on the rise between 2016 and 2023. This trend highlights the urgent need to improve citizen security measures in the country. While crime rates may not be <sup>1</sup>the only factor contributing to public perception of safety, they are certainly important and addressing them should be a priority for policymakers and law enforcement agencies. (Ríos, 2022) (Hurtado Noriega & Doria Velarde, 2020)

Law enforcement agencies in Peru face numerous challenges in combating crime and ensuring the safety of citizens. These challenges include limited resources, inadequate training, and outdated technology. With the ever-increasing use of technology by criminals, law enforcement agencies must also adapt their strategies and invest in digitalization to keep up with the

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changing crime landscape. This investment can help improve the efficiency and effectiveness of law enforcement agencies, enabling them to prevent and investigate crimes more effectively. (Arana et al., 2022) (Zila-Velasque et al., 2022)

Investment in the digitalization of citizen security is crucial to improving public security in Peru. This investment can take many forms, including implementing advanced surveillance systems, developing crime analysis and mapping tools, and using social media and other digital platforms to engage with citizens and gather information. These investments can help improve the response time of law enforcement agencies, improve the accuracy of crime data, and increase public confidence in the effectiveness of security measures. Ultimately, investing in the digitalization of citizen security can help create a safer environment for all Peruvians, ensuring they can go about their daily lives without fear of violence or crime. (Cerna et al., 2022) (Ríos, 2022) (Ríos, 2022)

### **The Role of Digitalization in Citizen Security**

Technological advances have revolutionized the way we approach citizen security, offering new and innovative solutions to old problems. In Peru, public investment in the digitalization of citizen security has become increasingly important in recent years. According to a study by Salas, public investment in citizen security has been linked to a decrease in crime, misdemeanor and family violence rates in Peru from 2016 to 2023. Digitalization has played an important role in this progress, as new technologies offer the potential to improve law enforcement and increase public safety. (Bassiouny et al., 2023) (Romero Vela et al., 2022)

One of the key benefits of digitalization for citizen security is the potential to improve law enforcement. Digital tools such as surveillance cameras, facial recognition software, and predictive analytics can help law enforcement agencies identify and prevent criminal activity more effectively. With the help of these technologies, law enforcement can better monitor public spaces, track criminal activity, and respond to emergencies faster and more efficiently. This can lead to a safer environment for citizens, as well as a more effective and responsive law enforcement system. (Zila-Velasque et al., 2022)

The potential for greater efficiency and effectiveness is another important benefit of digitalization for citizen security. For example, the creation of a digital platform exclusive to the Peruvian state has established provisions for the implementation of digital services in various areas of government, including citizen security. This platform can help streamline communication between law enforcement agencies, as well as between authorities and the public. By leveraging digital tools, law enforcement can respond more quickly and effectively to incidents, and citizens can report crimes and emergencies more easily and efficiently. This can lead to a more coordinated and effective response to citizen security issues, ultimately contributing to a safer and more secure society. (Allen, 2022)

### **The importance of public investment in digitalization**

The current state of public investment in citizen security in Peru has been a matter of concern and debate. Despite efforts to increase investment in this area, the country still lags behind others in the region. According to a study conducted by MS Colan in 2021, only 5.4% of public spending in Peru is allocated to investment in citizen security and justice. This lack of investment has resulted in high crime rates and incidents of violence, and indicators of crime,

misdemeanours, and family violence remain elevated. It is clear that there is a need for greater investment in citizen security, particularly in the area of digitalization. (Alves et al., 2022) (Arana Velarde et al., 2022) (Yan et al., 2023) (Alvarado et al., 2020; Hurtado Noriega and Doria Velarde, 2020; Morales et al., 2020; Sanabria-Montañez et al., 2022)

There is significant potential for greater investment in digitalization to improve citizen security in Peru. The Peruvian State's Data Governance Framework includes a database of public investment projects in citizen security. By investing in digital solutions, such as the development of a centralized criminal record database or the implementation of facial recognition technology, the country can improve its ability to track and prevent crime. In addition, digitalization can facilitate communication between law enforcement agencies, enabling a more coordinated and effective response to incidents of crime and violence. (Ríos, 2022)

Investing in the digitalization of citizen security in Peru can have long-term benefits for both citizens and the country as a whole. By reducing crime rates and improving security, digitalization can create a more stable and secure environment for economic growth and development. In addition, investing in citizen security can improve public trust in government institutions and promote a greater sense of social cohesion. Ultimately, the benefits of public investment in digitalization extend far beyond the realm of citizen security and contribute to a stronger and more prosperous society.

The current state of citizen security in Peru highlights the need to improve measures to combat crime and ensure public safety. Digitalization has the potential to revolutionize law enforcement and increase efficiency and effectiveness in citizen security. However, this can only be achieved through increased public investment in digitalisation. While the current state of public investment in citizen security in Peru may be lacking, the long-term benefits of investing in digitalization are clear. By prioritizing public investment in digitalization, Peru can take a significant step toward ensuring the safety of its citizens.

## **2. Material and method**

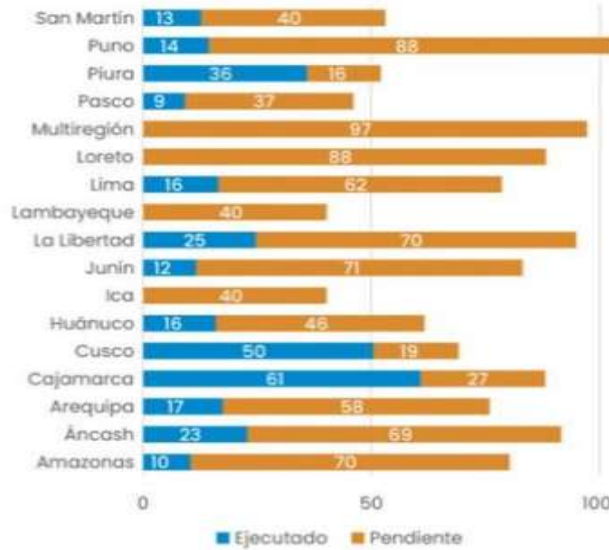
The research is based on the positivist paradigm and employs a quantitative, applied and descriptive approach supported by a non-experimental and cross-sectional correlational field design. As such, it is made up of people whose jobs include the execution of public investment projects in digitalization; This amounts to 100 people this year, given the planned projects. Workers who are directly involved in the execution of public works projects in the digitalization of citizen security in the current year (2023) may be included. This is defined as the use of technologies in public administration through the digitization of data and with the help of employees who are deeply involved in government, the digitization of processes and the management of the organization's affairs in citizen security.

It describes how a population is chosen using inclusive sampling criteria to conduct research, in order to achieve the stated goals and objectives of the study using a representative sample. The study was conducted using a convenience sample (100 technology employees with residential functions and administrative technical support for public investment projects) instead of a random sample (which would have been more representative of the population). The calculation was made using the formula for small populations. It can be said that digital media have become the defining factor of modern communication, offering the user public a new way to inform themselves about topics that traditional media, such as commercial

television and radio, do not cover. We can say that the Importance of public investment in the digitalization of citizen security in Peru has the following proposals:

1. When applied correctly, digital government can be a powerful strategic tool to improve the efficiency and effectiveness of public administration today.
2. Dispersed digitalization has the potential to improve the state's ability to communicate with its citizens, as well as the transparency, efficiency, and effectiveness of public administration as a whole.

Gráfico 1. Inversión en dólares en las diferentes regiones en infraestructura tecnológica.



Fuente: Instituto de Economía y Desarrollo Empresarial (IEDEP - 2020).

3. With the help of digitalization, communities across our country will be able to work together for the common good in citizen security.

### 3. Results

Citizen security is a qualifying issue in Peru, with crime rates and incidents of violence affecting the lives of many citizens. With the increasing reliance on technology and the rise of digitalization, there is an opportunity to explore the potential benefits of public investment in the digitalization of citizen security. This research paper aims to examine the importance of public investment in the digitalization of citizen security in Peru. To achieve this goal, the article will explore the meaning of digitalization in the context of citizen security, examine why public investment in digitalization is essential for citizen security in Peru, and analyze the potential benefits of digitalization on citizen security. In doing so, this research paper hopes to contribute to the ongoing discussion on the importance of public investment in digitalization for citizen security, specifically in the context of Peru.

#### The Importance of Public Investment in the Digitalization of Citizen Security in Peru

##### What is digitalization in the context of citizen security?

Digitalization has become a crucial element in ensuring citizen security and several initiatives have been adopted in this regard. The Peruvian constitution allows for the expropriation of private property in the public interest, such as public works projects or national interest (2023

Investment Climate Statements: Peru, n.d.). However, the Decree on Digital Trust suggests that private entities can use the standards issued by the SeGD<sub>i</sub> as a reference, as long as they apply them and generate the necessary measures to secure the information. USAID's Transparent Public Investment (TPI) project is a partnership between the Peruvian State and the private sector, which addresses systemic corruption by promoting transparency in public works projects (Promoting Integrity Networks in Peru, n.d.). In public service delivery, digital technology has the potential to increase citizens' access to public and private information, improve coordination among various stakeholders, and improve service delivery. Governments have increased the number of virtual platforms displaying data on public works, while citizens have increased their voluntary participation in discreet environmental monitoring. To achieve inclusive and sustainable development, innovative public policies are required and institutions with technical and ethical expertise must be established to ensure successful implementation. The Recommendation emphasizes the shift from citizen-centric approaches, where governments anticipate the needs of citizens and businesses, to citizen-driven approaches that encourage citizen participation in decision-making processes. In short, digitalization has empowered citizens in a variety of ways, including accessing information, participating in decision-making, and improving service delivery.

### **Why is public investment in digitalization essential for citizen security in Peru?**

Public investment in digitalization is crucial for citizen security in Peru. The Peruvian Constitution states that private property can only be expropriated for reasons of public interest, such as public works projects or for national benefit (2023 Investment Climate Statements: Peru, n.d.) (2021 Investment Climate Statements: Peru, n.d.). Therefore, it is critical that the government invests in digitalization to improve the delivery of public services and information. Digital technology has the potential to improve citizens' access to public and private information, improve coordination between public service providers, and ultimately increase citizen security (Chapter 8. Using Digital Technology for Public Service ..., n.d.). In addition, USAID's Transparent Public Investment (TPI) project partners with the Peruvian State and the private sector to combat systemic corruption by promoting transparency in public investments and procurement processes (Promoting Integrity Networks in Peru, n.d.). By providing digital tools that allow citizens to access information about education infrastructure in a simpler and more convenient way, the government can increase transparency and accountability in this sector (Fifth National Open Government Plan of Peru (2023-2024), n.d.). In addition, the Recommendation can enable a shift from citizen-centred approaches to citizen participation in decision-making processes, thereby promoting citizen participation and collaboration with government (OECD Recommendation on Digital Government Strategies, n.d.). The Decree on Digital Trust also plays a role in this effort by establishing standards to be followed by private entities, thus encouraging their participation in public investment in digitalization (Peru: Cybersecurity, n.d.). In summary, public investment in digitalization is essential to promote citizen security and combat systemic corruption in Peru.

### **What are the potential benefits of digitalization in citizen security?**

Digitalization has the potential to significantly benefit citizen security by improving the delivery of public services and increasing access to information. The Regulations of the Digital Government Law, specifically Article 107, stipulate the obligation of public entities to report digital security incidents to the public (Peru: Cybersecurity, n.d.). Digital technology improves coordination between public and private entities, leading to better access to information for citizens and overall improvement. provision of public services (Chapter 8. Using Digital Technology for Public Service ..., n.d.). The law also establishes the importance of digital security as an essential element of public governance, anti-corruption measures, and environmental protection (2023 Investment Climate Statements: Peru, n.d.). As more

transactions become available online with user-friendly interfaces, citizens will eventually prefer the default digital option (How Digital Technology Can Deliver Government Services..., n.d.). In addition, initiatives such as the Transparency and Integrity Project (TPI) in Peru use digital tools to improve public sector investment processes, strengthening the country's capacity to reduce corruption in public services (Promoting Integrity Networks in Peru, n.d.). The application of citizen participation mechanisms through improved regulatory frameworks can also improve environmental assessment processes for investment projects (Fifth National Open Government Plan of Peru (2023-2024), n.d.). Policymakers can stimulate the effective use of digital technologies by establishing a regulatory framework that fosters open, participatory and innovative governments (OECD Recommendation on Digital Government Strategies, n.d.). Overall, digitalization provides numerous opportunities to improve citizen security, from improving access to public and private information to improving coordination between public and private entities.

The findings of this research work highlight the crucial importance of public investment in the digitalization of citizen security in Peru. The Peruvian Constitution allows for the expropriation of private property for reasons of public interest, such as public works projects or national interest, and the digitalization of citizen security is one of those projects that should be prioritized. The implementation of citizen participation mechanisms through improved regulatory frameworks can also improve environmental assessment processes for investment projects. Digital technology has the potential to improve citizens' access to public and private information, improve coordination between public service providers, and ultimately increase citizen security. The Regulations of the Digital Government Law, specifically Article 107, stipulate the obligation of public entities to report digital security incidents to the public. In addition, the Recommendation may enable a shift from citizen-centric approaches to citizen participation in decision-making processes, thereby promoting citizen participation and collaboration with government. However, there are limitations and gaps that need to be addressed in future research. For example, it is essential to evaluate the effectiveness of digitalization projects to improve citizen security and identify potential weaknesses or biases. Therefore, policymakers should prioritize public investment in the digitalization of citizen security to promote a safer environment for Peruvian citizens.

#### **4. Discussion**

Citizen security has been a major concern for the Peruvian government in recent years, as the country experiences high levels of crime, misdemeanors, and family violence (Bazán et al., 2021). The current state of citizen security in Peru highlights the need for effective solutions to address this problem. Digitalization has emerged as a potential solution to improve citizen security, with numerous benefits associated with the implementation of digital technologies (Bazán et al., 2021). However, the successful digitalization of citizen security in Peru requires significant public investment (Gutiérrez-Ascón et al., 2022). This investment is crucial to ensure the effective implementation of digital technologies and address the underlying issues that contribute to citizen insecurity (Calderón, 2020).

Digitalization can significantly improve citizen security in Peru by improving the efficiency and effectiveness of law enforcement agencies. Implementing digital technologies such as surveillance cameras, facial recognition software, and crime mapping tools can help prevent and solve crimes and ultimately create a safer environment for citizens (Bazán et al., 2021). In addition, digital technologies can facilitate communication and collaboration between law enforcement agencies, resulting in a more coordinated and effective response to incidents of

crime and violence. These benefits highlight the potential of digitalization to transform citizen security in Peru.

Public investment is essential for the successful implementation of digital technologies in citizen security. This investment can support the development and implementation of innovative solutions that address the unique challenges faced by Peru. In addition, public investment can facilitate collaboration between government agencies and private sector companies, which will lead to more comprehensive and effective solutions (Gutiérrez-Ascón et al., 2022). The importance of investment in citizen security projects has been recognized by several studies, including a study by Salas et al. that emphasizes the need for public investment to address the issue of citizen insecurity in Peru (Gutiérrez-Ascón et al., 2022). Ultimately, public investment in the digitalization of citizen security can contribute to the achievement of the Sustainable Development Goals, as highlighted by the United Nations (Calderón, 2020).

### **Examples of successful digitization projects in other countries**

Digital technologies have been successfully implemented in crime prevention strategies in several countries, including Colombia (Gutiérrez-Ascón et al., 2022). The Colombian government has implemented a program called "Digital Neighborhoods," which aims to reduce crime rates by providing citizens with access to digital tools and resources. This program includes the installation of surveillance cameras, the creation of a digital platform to report crimes, and the use of social media to disseminate safety information. The success of this program has resulted in a significant reduction in crime rates in the areas where it has been implemented.

The United States has also made significant progress in digitizing policing (Wang et al., 2023). Police departments across the country have implemented various technologies, such as body cameras, license plate recognition systems, and crime mapping software, to improve their effectiveness and efficiency. These technologies have helped reduce crime rates and increase the public's trust in law enforcement. Additionally, the use of data analytics and predictive policing has allowed police departments to identify crime hotspots and allocate resources more effectively.

Mexico has implemented several successful digitalization projects aimed at improving citizen participation and accountability (Clark et al., 2023). The government has created a digital platform called "Open Government," which gives citizens access to government data and information. This platform has improved transparency and accountability in government operations and increased citizen participation in public affairs (Cserbik et al., 2023). In addition, the Mexican government has implemented a program called "Citizens Alert," which allows citizens to report crimes and suspicious activity through a mobile app. This program has resulted in a significant reduction in crime rates in the areas where it has been implemented. Overall, these successful digitalization projects in other countries demonstrate the importance of public investment in the digitalization of citizen security in Peru. By leveraging digital technologies, Peru can improve its crime prevention strategies, improve its police capabilities, and promote citizen participation and accountability.

### **Recommendations for public investment in the digitalization of citizen security in Peru**

Investment in digital infrastructure is a crucial step towards the digitalization of citizen security in Peru. (Ríos, 2022) This includes the development of digital platforms and systems that can



help law enforcement agencies effectively monitor and prevent crime. The government needs to allocate funds for the creation of a robust digital infrastructure that can support the implementation of digital technologies such as: - Surveillance cameras - Biometric identification systems - GPS tracking systems - Crime mapping tools By investing in digital infrastructure, the government can create a more efficient and effective system to ensure citizen safety.(Ríos, 2022)

In addition to digital infrastructure, it is also essential to invest in training and capacity building for law enforcement personnel (Romero et al., 2022). The government should allocate funds for training programs that focus on the use of digital technologies for the prevention and investigation of crimes. This includes training on the use of surveillance cameras, biometric identification systems, and GPS tracking systems. Training should also cover the ethical use of these technologies to ensure that law enforcement personnel use them responsibly and within the bounds of the law. By investing in the training and capacity building of law enforcement personnel, the government can ensure that they are equipped with the necessary skills to effectively use digital technologies for citizen security.

Finally, collaboration between government and the private sector is crucial for innovation in the digitalization of citizen security (Cerna et al., 2022). The government should encourage private sector investment in the development of digital technologies for citizen security. This can be achieved through public-private partnerships that promote innovation and the development of new technologies. By working together, government and the private sector can create a more comprehensive and effective system for ensuring citizen security. The government should offer incentives for private sector investment in citizen security projects, such as tax breaks or subsidies. Collaboration between government and the private sector can lead to the development of new and innovative digital technologies that can significantly improve citizen security (Bassiouny et al., 2023). Overall, public investment in the digitalization of citizen security in Peru is crucial to ensure the safety and well-being of citizens (Yang et al., 2023). By investing in digital infrastructure, training and capacity building for law enforcement personnel, and collaboration between government and the private sector, the government can create a more efficient and effective system for ensuring citizen security (Bassiouny et al., 2023).

## 5. Conclusions

The importance of public investment in the digitalization of citizen security in Peru cannot be underestimated. It is through public investment that the necessary resources can be allocated to implement digital technologies and infrastructure to improve citizen security (Ginocchio, 2022). Public investment can also promote research and development in the field of citizen security, leading to the creation of innovative solutions to address the challenges faced by Peru in this area. In addition, public investment can create employment opportunities in the technology sector, contributing to the country's economic growth and development.

Public investment in the digitalization of citizen security is crucial to address the challenges faced by Peru in this area. Digitalization can provide new tools and strategies to prevent and combat crime, improve emergency response systems, and improve the efficiency of law enforcement agencies (Alves et al., 2022). It can also improve the transparency and accountability of public institutions, which will lead to better governance and greater public trust. Therefore, it is critical to prioritize public investment in the digitalization of citizen security in Peru to ensure the safety and well-being of its citizens.



Digitalization can also improve coordination and information sharing between law enforcement agencies. By implementing interoperable systems and platforms, different agencies can share information and collaborate on investigations more easily. This can help break down silos and improve the overall effectiveness of the safety apparatus (Clark et al., 2023). In addition, the use of digital tools such as mobile apps and real-time communication channels can facilitate faster and more coordinated responses to emergencies and other incidents.

Investing in digitalization can also build greater public trust in security institutions. By demonstrating a commitment to modernizing and improving security systems, the government can signal to citizens that their safety is a top priority. This can help build trust in law enforcement agencies and encourage greater cooperation and collaboration between citizens and security personnel. In addition, by leveraging digital technologies to increase transparency and accountability, security institutions can further enhance public trust and promote a culture of safety and security. In conclusion, investing in the digitalization of citizen security in Peru can have numerous benefits, including improved crime prevention and detection, better coordination and information sharing among security agencies, and increased public trust in security institutions. By prioritizing these investments, the government can help create a safer and more prosperous society for all Peruvians.

Sustained public investment in the digitalization of citizen security in Peru is crucial to promoting security and preventing violence. As highlighted in previous discussions, this investment can have a significant impact on improving the effectiveness and efficiency of security measures, improving communication and coordination between law enforcement agencies, and increasing the accessibility of services for citizens. In addition, investing in digitalization can help address the root causes of crime and violence, such as poverty and social exclusion, by promoting social and economic development. Therefore, it is critical that the government continues to prioritize public investment in the digitalization of citizen security to ensure the safety and well-being of all Peruvians.

The benefits of public investment in the digitalization of citizen security are numerous and far-reaching. By leveraging technology and data analytics, law enforcement agencies can improve their response times, improve situational awareness, and prevent crimes before they occur (Allen, 2022). Digitalization can also facilitate the sharing of information and intelligence between different agencies, leading to more effective and coordinated responses to security threats. In addition, investing in digitalization can help promote transparency and accountability in the security sector, which will lead to greater public trust in law enforcement. These benefits constitute a compelling argument for continued public investment in the digitalization of citizen security in Peru.

In light of the importance of public investment in the digitalization of citizen security, it is crucial that the government takes steps to ensure that these investments are sustained in the long term. This may involve allocating resources to the development of new technologies and systems, as well as investing in the training and capacity building of law enforcement personnel. In addition, it is essential for the government to work to promote collaboration and partnerships between different agencies and stakeholders, including the private sector and civil society, to harness the full potential of digitalization in promoting citizen security. By taking these steps, Peru can continue to make progress in improving citizen security and promoting social and economic development for all its citizens.

The digitalization of citizen security in Peru is crucial for the security and well-being of its citizens. Public investment in this area has numerous benefits, including improved crime

prevention and detection, increased coordination and information sharing among security agencies, and increased public trust in security institutions. Therefore, sustained public investment in the digitalization of citizen security is necessary for Peru to continue making progress in this area. It is imperative that the government and stakeholders prioritize this issue and allocate the necessary resources to ensure that the citizens of Peru can live in a safe and secure environment. By doing so, Peru can continue to advance the fight against crime and create a better future for its citizens.

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