

# Police Service in the National Model of Community Surveillance by Quadrants: Review Study

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**Abstract:** *The study of the police service is of great interest to today's society because of the impact that generates on the quality of life of citizens and the social dynamics of their communities. This study analyzed the police service in the National Model of Community Surveillance by Quadrants (MNVCC in Spanish), its objectives, explanatory models, associated variables and determinants of good police performance, taking into account investigations of the last 12 years. 124 articles were analyzed, of which 31 define the variables associated with the Model, such as the police service, some are directed to the perception of the citizen regarding the attention they receive, others emphasize the weaknesses of the police's action in the community in a preventive level and finally there are some that refer to the self-perception or critical posture of the police servers who provide their service within Police Model. This again aims to the importance of the impact on the community of the timely response to emergency calls and the constant presence of police officers is highlighted, applying control of the localities. This article was elaborated in a documentary way, since the procedure that is developed is tracking, organization, systematization and analysis of articles using the Critical Reading Skills Program (CASPE).*

**Keywords:** Police Performance, National Model of Community Surveillance by Quadrants, Police Perception, Citizen Satisfaction and Police Service

## 1. Introduction

This review was input for the investigation carried out by the Simón Bolívar Police Academy on the National Model of Community Surveillance by Quadrants (MNVCC), an analysis from the perception of the uniformed and its relationship with citizen satisfaction in the Municipality of Tuluá; exercise that was carried out in order to find the study variables associated with the Model and its effectiveness. The review begins with the tracking of the descriptors, where there are various issues related to the MNVCC, which allows establishing a starting point to develop the research, finding the main factors and the different views made in this regard. It is part of the progressive progress that arises from the National Plan for Community Surveillance by Quadrants (PNVCC), proposing from now on progress and proposing improvements to the implemented security system.

The National Police in its commitment to achieve a greater impact on security and citizen coexistence, develops the National Model of Community Surveillance by Quadrants, "it is the work methodology of the police service aimed to identifying and solving the problems and manifestations of violence and crime that threaten coexistence and citizen security in urban and rural contexts" (National Police. 2010. p.14). This model arises from the construction of an

institutional transfer since 2006, in a work to consolidate security in the main cities, the Citizen Security Directorate establishes the urban and rural surveillance model, within the conceptualization of the culture of the citizen coexistence, later in 2010 the National Plan for Community Surveillance by Quadrants (PNVCC) began to operate in the Metropolitan Police of Bogotá, Medellín, Cali, Barranquilla, Cartagena, Bucaramanga, Cúcuta and Pereira. By 2011, it was already operating in 50 municipalities, 10 districts and the cities of Neiva, Ibagué and Villavicencio (National Police of Colombia, 2010, Volume 2.2.).

The PNVCC was conceived as an operational tool that sought to delimit responsibilities in specific places and assign specific resources, optimize the surveillance service, increasing effectiveness in reducing crimes, improving security and coexistence and thus allowing, to strengthen the relationship police-citizen. The foregoing, with the premise that one of the most controversial aspects that is repeatedly addressed within the effectiveness of the police service is the perception that the community has of the actions of the authorities, especially in those crimes considered of high impact and attention to cases that occur in cities. Román & Cárdenas (2017) reflect on the PNVCC, on the dichotomy that exists between the preventive nature that it supposes and its implementation:

Although the Plan seeks to generate links of trust with the community and identify criminal and violent actors and activities, in practice its actions are repressive and control. Seeking to show that the best preventive security practices are those that conceive the community in its active role and empower the groups to reclaim their city, with the police acting as facilitators and not as agents of power. (p. 63).

Once you have the experience with the PNVCC, with its strengths and weaknesses, the update of Volume 2.2 with the National Model of Community surveillance by Quadrants (MNVCC) is carried out. Bulla & Guarín (2016) indicate that it is oriented towards the planning of the police service based on data analysis, validated diagnoses in the field, targeting and prioritizing the service and the development of activities aimed at solving security and coexistence problems, priority in affecting the quality of life of citizens. This standard has served to increase and strengthen professional and institutional capacities to understand and intervene in crime. However, these goals are not achieved as predicted, as shown by an analysis carried out to the MNVCC by the National University of Colombia (Socha, 2013), about the reality of citizen expectations regarding the rating of the service; As a result, the image of the Police is affected when the perception of security is measured. Among other aspects, it presents the implications of police performance and its influences on the service, when dealing with issues related to corruption, the abuse of force in police procedures or other reprehensible behaviors of some officers that significantly blur the institutionality, in addition to the negative influence of the media and social networks, added to the lack of an effective and close encounter of the police servers with their community. For Socha (2013):

Subjective social reality brings together the different levels of knowledge contained in the behavior of individuals in the face of objective aspects of reality. To do this, he constructs concepts from the different interpretations given by the subjects. From this perspective, the starting point is the knowledge and behaviors of the actors, collected systematically in a defined space and time. The perception of the social actors is the basis on which this section is based. (p.111).

According to this premise, the challenges faced by the Police every day require the work carried out by its members to perform effectively and visible to the citizen; which is contrasted with the social imaginaries that have been established in the communities in view of the expectation of a police service that guarantees the conditions of security and citizen coexistence; Also one of the most controversial aspects that is repeatedly addressed within the effectiveness of the police service is the perception that the citizen has of the actions of the authorities, especially in those crimes considered of high impact and the attention of cases that are present in cities. While it is true that addressing the issue of citizens' perception of the state of security does not necessarily coincide with the true state of crime, the insecurity perceived by people is comparable to the crime experienced as their own. Since through dialogue and the construction of social imaginaries, what is evidenced in the community is taken for granted by languages and powers that are expressed, often making the obvious of being true. A

perceived reality is constructed from other people's experiences, sometimes occurring in other spaces or time. Hence, the historicity of the events are given as current despite having occurred long ago and only on one or a few occasions.

According to the different aspects that are taken into account for the evaluation of police performance, there is Tudela, (2012), who explores the relationships between public opinion and police work in Chile, noting that:

A police officer is effective when he fulfills a legal mandate, but - in particular - when he achieves the objectives of the police function in such a way that the performance and quality of the actions become values in themselves, that is, when the action reflects truly the principles of police ethics and professionalism and that is recognized by society. (p.384).

Consequently, the author would be referring to acting out of conviction, out of vocation of service, a situation that would constitute the ideal, to make the policeman fully aware of the importance of acting within the framework of the laws and powers that They have been conferred on him at all times, ways and places, in addition to having a comprehensive training that allows to perform the work efficiently, it could contribute to closing the existing gaps in the relationship between the uniformed and the citizen to build a trust and image of intuition respectful and effective police for the community and the same police organization. This is the case of Costa Rica, where there are various investigations related to police training, which point to its improvement and adaptation to the psychosocial environment, which is ultimately what allows the result to be in accordance with expectations. As referenced when mentioning that Arce. (2008, cited by Corredor, González and Trejos. 2014.) Proposes the professionalization of the police human resource, as one of the most important points for the development of a comprehensive education that is adapted to the needs of the society to which it serves. In Costa Rican society, the public force fulfills an important status because they are in charge of preserving the image of their country. As the authors mention:

... Costa Rica is recognized as one of the safest countries in Latin America, so much so that it does not have an Army, but rather a Police that develops its functions within the framework of community service and enjoys occupying an important place as the country that has achieved a much higher human development in relation to countries in the region that present a similar economic income index, according to the UNDP in its report... (p.286).

Another aspect that could influence the assessment given to the quality of the police service would be related to the lack of sufficient means, which would not allow an adequate response to the police demand, being understood as a bad performance that can justify dissatisfaction or a bad evaluation of the police by citizens (Tudela. 2011. p. 21). Instead, Salomón (2004) makes a statement regarding police performance and citizen satisfaction, reflecting on the image and legitimacy of the police institution. One of its main conclusions is that the public is not satisfied with the

performance of the institution that is called upon to guarantee their safety. Tudela (2012), proposes to approach the study of police effectiveness not only from an econometric perspective, but also from a psychosocial and socio-political perspective, generating results for its understanding within the dynamics of improving police work and public security policies. It can be said then that the issue of citizen perception in relation to an assessment of the service provided by the police is subject to different variables that influence social imaginaries, with respect to an individual position that tends to generalize in the collective, determined on occasions through the media, social networks, the voice of third parties who have had an unfavorable experience before a police request. The meanings that arise from the appreciations, perceptions, beliefs, stimuli, education and the same culture of an environment also influence.

## 2. Method

This review article starts from a specific topic such as the dynamics of the MNVCC, it is developed by consulting the relevant information, resorting to secondary sources, through an organized method the analysis of the information collected is carried out. As a search method, the keywords and descriptors chosen that are found both in the title and in the summary of the documents investigated are taken into account. The search engines Google Academic, Redalyc, Scielo, Renata, Dialnet and Academia.edu are used; taking into account journal articles, postgraduate thesis from some university repositories; considering the investigations that were carried out in Colombia, Chile, Mexico, San Salvador and Spain for being related in the presentation of the information.

### Instrument

The Critical Reading Skills Program in Spanish (CASPe) (Cabello, (2005)) is used as an instrument of analysis of the documents found and compiled. A matrix is developed that allows organizing, labeling and prioritize the information obtained.

### Process

Only documents written in Spanish are taken into account, articles published since 2007 are taken. The following are determined as descriptors: Police Performance, National Model of Community Surveillance by Quadrants, Police Perception, Citizen Satisfaction and Police Service. The related information is collected by making a selection based on the title and content of the abstract, then a critical reading is made based on the CASPe methodology for review articles and the variables found in the reading of 31 selected articles are systematically organized. 1050 articles were preselected when searching in each of the databases, of which they were chosen by language filter and 124 year, according to the inclusion and exclusion criteria. Those articles that did not refer to the nuclei were not taken into

consideration for the analysis, for which 75 were defined to initiate the systematization, analyzing the content of the title and summary in relation to the Model, 54 are filtered and analyzed and determines the direct relationship with the topic and the variables, leaving 31 articles that are finally analyzed with the CASPe Program, determining their main concepts, relationship of variables and defining precise units of analysis to contribute to the research. For the organization of the documents, a database was created in Excel, with the following categories of analysis: article title, year, author, link, main topics and concepts addressed. Once the information was organized, the documents were grouped into three main variables: Police performance, Citizen satisfaction and Self-perception of the uniformed personnel related to the police service in the MNVCC. It is carried out to finalize the analysis of the thematic nuclei, taking into account the common and divergent aspects, making the comparison of the approaches.

## 3. Results

Once the database is searched and the filter of the articles directly related to the MNVCC is used, the following table is obtained where the number of contemplated articles and the filter system are organized, to end with the articles that they were read in full according to the CASPe Program.

**Table 1:** Number of Articles

Articles	Quantity
Total, found	1.050
Total selected by topic addressed	124
Total selected when reading title and abstract	75
Total selected when reading in full	53
Total selected after critical reading	31

Source: self-made

According to the information obtained through the critical reading of the 31 chosen articles, it was found that the variables that are most related to the MNVCC start from three perspectives, firstly from public policies in terms of citizen security, secondly the satisfaction expressed by citizens with the police service they receive through the exercise of the MNVCC in their neighborhood or community and thirdly the perception of the uniformed as the protagonist of the model's dynamics, in terms of their quality of life, satisfaction with the institution, perception of security, among others.

From the bibliographic search carried out, some investigations have been identified that can provide theoretical and referential insights on the subject to be addressed. The information compiled in the following table contains the details of each article is summarized below, thus allowing us to find which ones are the most pertinent to cite when preparing the research report.

**Table 2:** Systematic analysis of articles

Articles	Aspects addressed	Related concepts
1. Social processes related to fear of crime, satisfaction with the police and victimization, the case of civic culture.	Greater satisfaction with the police is related to a greater perception of citizen culture.  High levels of perceived insecurity are associated with	<ul style="list-style-type: none"> <li>• Satisfaction with the police</li> <li>• Civic culture</li> </ul>

<p>2007 Ruiz <a href="https://dialnet.unirioja.es/servlet/articulo?codigo=4876031">https://dialnet.unirioja.es/servlet/articulo?codigo=4876031</a></p>	<p>decreased credibility in democratic institutions, social isolation, and loss of social fabric.  Relationships between fear of crime, satisfaction with the police, criminal victimization and the perception of civic culture.</p>	<ul style="list-style-type: none"> <li>• Perceived insecurity</li> </ul>
<p>2. The quality of life and its relationship with the police service. Criminological Chapter 2009 Briceño <a href="https://dialnet.unirioja.es/servlet/articulo?codigo=3105725">https://dialnet.unirioja.es/servlet/articulo?codigo=3105725</a></p>	<p>The relationship between quality of life, as a concept linked to well-being, achievement in freedom with abilities, on the part of the population, and the provision of the police service Police performance, crime incidence and public perceptions towards the police, to emphasize the relevance of the connection between social needs and the police service.</p>	<ul style="list-style-type: none"> <li>• Quality of life</li> <li>• Provision of the police service</li> <li>• Citizen security <ul style="list-style-type: none"> <li>• Citizen perception</li> </ul> </li> </ul>
<p>3. Emotional demand for work in police intervention units. 2010 Martínez &amp;Puelles <a href="https://masterforense.com/pdf/2010/2010art6.pdf">https://masterforense.com/pdf/2010/2010art6.pdf</a></p>	<p>Emotional Demand of the Work. “Ad hoc” questionnaire with seven scales of emotional content or potentially provocative scenarios of: Fear-Terror, Shame, Compassion, Anxiety, Anger, Sadness or Guilt. Among the emotional events with the greatest presence in their interventions, the high frequency with which these police officers have to sleep outside the home, participate in high-risk devices or receive insults stands out. The events whose emotion most frequently influences their professional performance are disciplinary sanctions, interventions that require shooting and the death of a partner. Anxiety and anger are the basic emotions that can most often be evoked by intervention contexts. Policy</p>	<ul style="list-style-type: none"> <li>• Emotional demand</li> <li>• Emotional events</li> <li>• Emotions in policing</li> </ul>
<p>4. The Relationship between Police and citizens as a factor of citizen insecurity.  2010 Urusquieta <a href="https://www.academia.edu/2518831/La_Relacion_entre_Policia_y_Ciudadanos_como_un_Factor_de_Inseguridad_Ciudadana">https://www.academia.edu/2518831/La_Relacion_entre_Policia_y_Ciudadanos_como_un_Factor_de_Inseguridad_Ciudadana</a></p>	<p>Importance of transforming the relationship between the police and citizens for citizen security. The role played by the daily activity and interaction of the police with society and the conflictive actors that this relationship entails.  It analyzes the institutional vision on the mechanisms and programs of approach of the police to the citizens; and finally, it presents some reflections on security based on social relationships.</p>	<ul style="list-style-type: none"> <li>• Citizen security</li> <li>• Police-citizen relations hip</li> </ul>
<p>5. The evaluation of police performance exploring relationships between public opinion and police work in Chile.  2011Tudela <a href="http://www.scielo.org.co/pdf/crim/v54n1/v54n1a09.pdf">http://www.scielo.org.co/pdf/crim/v54n1/v54n1a09.pdf</a></p>	<p>Police performance is a fundamental aspect in the execution of security policies. Data sources and analysis tools are scarce. Applying an ad hoc instrument, the “police performance perception index,” as is the case in Chile, is useful for improving the relationship between the police and people. Study of police effectiveness not only from an econometric perspective, but also from a psychosocial and socio-political perspective.</p>	<ul style="list-style-type: none"> <li>• Police performance</li> <li>• Police effectiveness</li> <li>• Public security policies</li> </ul>
<p>6. Public safety: a task of citizens + police. 2011 Morera <a href="http://181.224.246.201/handle/UCV/11813">http://181.224.246.201/handle/UCV/11813</a> 2018 Organization Common cause <a href="http://causaencomun.org.mx/beta/wp-content/uploads/2018/12/Presentacion_Encuesta-2018.pdf">http://causaencomun.org.mx/beta/wp-content/uploads/2018/12/Presentacion_Encuesta-2018.pdf</a></p>	<p>Findings from the Police Development Index and from the survey What does the police think? as well as from the study Labor days. Forms that social participation can adopt to contribute to the construction of public security, putting as an example what was done by Causa enComún as a member of the National Network for Security: Citizens + Police, and of the collective known as #SeguridadSinGuerra.</p>	<ul style="list-style-type: none"> <li>• Citizen perception</li> <li>• Public security</li> <li>• Strengthening the Police</li> </ul>
<p>7. Quality of life in police officers: progress and proposals.  2012 Morales &amp; Valderrama <a href="https://www.redalyc.org/pdf/778/77823404007.pdf">https://www.redalyc.org/pdf/778/77823404007.pdf</a></p>	<p>Studies on the Quality of Life (QoL) in police officers and the factors that are determining factors for their improvement are relevant for expanding the performance of police psychology. Associated or prognostic variables of QoL: organizational and operational stressors at work, exposure to disasters, the perception of the traumatic nature of the disaster, personality traits, styles of coping with stress, depression, and suffering from a physical illness. Measuring instruments used.</p>	<ul style="list-style-type: none"> <li>• Police Psychology</li> <li>• Police quality of life</li> </ul>
<p>8. National Plan for Community Surveillance by Quadrants: An analysis of the Police model in</p>	<p>From the Epistemology of the South, he approaches the study by surveying the community, interviewing the police and doing 3 case studies of quadrants.</p>	<ul style="list-style-type: none"> <li>• Community perception</li> </ul>

<p>Bogotá from the Epistemology of the South. National university of Colombia.</p> <p align="center">2013 Socha <a href="http://bdigital.unal.edu.co/11159/1/697025.2013.pdf">http://bdigital.unal.edu.co/11159/1/697025.2013.pdf</a></p>	<p>Make the community and the rank and file soldiers visible in order to provide a different vision of the phenomenon, analyze the new Quadrant Police model in the city and propose “emerging” strategies that manage to overcome the “absences” that have surrounded both the issue police like security today</p>	<ul style="list-style-type: none"> <li>• Perception of the uniformed</li> <li>• National Surveillance Plan</li> <li>• Quadrants</li> </ul>
<p>9. Burnout in members of the National Police of Colombia. A critical analysis.</p> <p align="center">2013 Corredor&amp;Marín <a href="https://dialnet.unirioja.es/servlet/articulo?codigo=4955436">https://dialnet.unirioja.es/servlet/articulo?codigo=4955436</a></p>	<p>Concept of Burnout Syndrome or Burning at Work (SQT) and its presentation in members of the National Police of Colombia.</p> <p>Theories of work stress and coping strategies. Emotional, physical and behavioral symptoms that are manifested in those who suffer from this syndrome</p>	<ul style="list-style-type: none"> <li>• Burnout in the police</li> <li>• Work stress</li> <li>• Coping strategies</li> </ul>
<p>10. Police performance and citizen satisfaction. United Nations Development Program.</p> <p align="center">2014 Salomón <a href="http://pdba.georgetown.edu/Security/citizensecurity/honduras/documentos/desempeno.pdf">http://pdba.georgetown.edu/Security/citizensecurity/honduras/documentos/desempeno.pdf</a></p>	<p>Police image and its legitimacy in the eyes of the public, which is linked to their perception of crime and the efficiency with which the Police face it.</p> <p>Survey: citizen perception, victimization and perception, police self-perception, and three study groups: citizens who have not been victims of crime, citizens who have been, and post police, streets and patrols.</p>	<ul style="list-style-type: none"> <li>• Police self-perception</li> <li>• Citizen perception</li> <li>• Victimization</li> </ul>
<p>11. Burnout syndrome and life satisfaction in Mexican ministerial police.</p> <p align="center">2015 Solís. &amp; González <a href="https://www.aacademica.org/dr.jose.luis.rojas.solis/16.pdf">https://www.aacademica.org/dr.jose.luis.rojas.solis/16.pdf</a></p>	<p>The presence of burnout and satisfaction with life in Mexican ministerial police officers was explored.</p> <p>There are medium-high levels of burnout and some contradictory results in life satisfaction.</p> <p>As conclusions they establish: It is necessary to strengthen a perspective of police psychology to continue with the study of burnout in the police sector to detect, prevent and intervene in this problem and improve their vital and working conditions.</p>	<ul style="list-style-type: none"> <li>• Police psychology</li> <li>• Burnout syndrome</li> <li>• Satisfaction with life</li> </ul>
<p>12. Technology and dynamic methodology for planning the police service</p> <p align="center">2015 Espinosa <b>URI:</b> <a href="http://repositorio.policia.edu.co/handle/001/186">http://repositorio.policia.edu.co/handle/001/186</a></p>	<p>The Sectional Police Strategic Information Center or better known in the police field as the CIEPS room, has been established by the institutional command of the National Police, as the fundamental unit to define the planning of the police service, in accordance with a series of factors and inputs from the same place or sector where the quadrant patrol works and of course from the tools that make up or develop the National Model of Community Surveillance by Quadrants.</p>	<ul style="list-style-type: none"> <li>• Planning of the police service.</li> <li>• CIEPS sectional police strategic information center</li> <li>• Tools of the National Model of Community Surveillance by Quadrants.</li> </ul>
<p>13. Optimization of the institutional climate to achieve successful performances that have a positive impact on the quality of the police service.</p> <p align="center">2015 Chuña <a href="https://repository.unimilitar.edu.co/bitstream/handle/10654/13635/Trabajo%20Final?sequence=1">https://repository.unimilitar.edu.co/bitstream/handle/10654/13635/Trabajo%20Final?sequence=1</a></p>	<p>Degree of satisfaction of the uniformed officers who provide the surveillance service with the institution's stimuli, analyzing the quality and relevance, communication and accessibility of the system.</p> <p>If the stimulus system positively impacts the quality of the police service.</p> <p>Purpose of the Human Management Model, to ensure that the police improve their quality of life and increase their levels of satisfaction, efficacy, efficiency, effectiveness and identification with the service provided in the institution.</p>	<ul style="list-style-type: none"> <li>• Quality of life</li> <li>• System of stimuli</li> <li>• Degree of satisfaction</li> <li>• Surveillance</li> </ul>
<p>14. Proposal of management indicators aimed at measuring the perception of the effectiveness and efficiency of the patrols that meet the requirements of the citizens who are victims of theft from businesses in the area covered by CAI Granjas - Fontibón locality</p> <p align="center">2015Mora <a href="http://hdl.handle.net/10654/7160">http://hdl.handle.net/10654/7160</a></p>	<p>Management indicators for the patrols that make up the new National Model of Community Surveillance by Quadrants (MNVCC) of the National Police.</p> <p>Determine possible advances and opportunities for the community to work with the police.</p> <p>Strengthen the institution's tools to improve service.</p> <p>Measure the perception of the majority population of the area, in this case the businessmen, regarding theft from businesses, since it is one of the factors that has the greatest impact in this coverage area.</p>	<ul style="list-style-type: none"> <li>• Management indicators for MNVCC patrols</li> <li>• Commercial theft</li> <li>• Work with the community</li> </ul>
<p>15. The integration of the specialties of the National Police to the national model of community surveillance by quadrants</p> <p align="center">2015Guevara &amp; Daniel <a href="http://repositorio.policia.edu.co/handle/001/189">http://repositorio.policia.edu.co/handle/001/189</a></p>	<p>The National Police must think as an institution and seek the most effective way to ensure that police specialties such as judicial police, intelligence, traffic, childhood and adolescence and prevention, work together with the MNVCC, in such a way that they can attend in a timely manner to the requirements of the community and work hand in hand with the quadrant patrols to solve security problems in the neighborhoods.</p> <p>Thus, citizens will be able to go to the quadrant patrol and</p>	<ul style="list-style-type: none"> <li>• Activate the quadrant patrols</li> <li>• Involve the specialties in the MNVCC</li> <li>• Citizen satisfaction</li> <li>• Attention to</li> </ul>

	know that they are going to an entire intercommunicated institution with the ability to resolve any police motive that is affecting their safety and that of their community	police cases
16. Satisfaction, confidence and perception of police performance in Chile: Evolution 2010 - 2015. Background for the study of the police-community relationship.  2016 Tudela & Montero <a href="https://www.academia.edu/37059283/Satisfaccion_con_la_policia_en_Chile_2010_2015_Tudela_Montero">https://www.academia.edu/37059283/Satisfaccion_con_la_policia_en_Chile_2010_2015_Tudela_Montero</a>	People's insecurity is related to the satisfaction they express with the work of the police in their neighborhood and with the perception of police performance.  The police and the community is an important factor in creating safe environments.	<ul style="list-style-type: none"> <li>• Citizen satisfaction</li> <li>• Police performance</li> </ul>
17. Systematization of the experience: training in the national model subject of surveillance by quadrants of the professional technical program in police service of course 042 of the Eduardo Cuevas García de Villavicencio police school  2016 Guevara, Lara & Mosquera <a href="https://repository.usta.edu.co/handle/11634/2876">https://repository.usta.edu.co/handle/11634/2876</a>	Systematization of experiences.  National model subject of community surveillance by quadrants  Methodological process	<ul style="list-style-type: none"> <li>• MNVCC as a subject</li> </ul>
18. What should be done to improve the perception of safety in the community 2016 Artunduaga <a href="http://hdl.handle.net/10654/7873">http://hdl.handle.net/10654/7873</a>	Improvement in the community's perception of safety. Diagnostics for prioritizing threats. Identification of sociocultural and structural risks; not only in the criminal part but also from the point of view of social conflict or misconduct, configuring these in preambles to the commission of crimes.	<ul style="list-style-type: none"> <li>• Perception of security</li> <li>• Co-responsibility</li> <li>• Public politics</li> </ul>
19. Police training and citizen security How to improve the Police service? Challenges and challenges of the police in contexts of transition towards peace. 2016 Bulla & Guarín <a href="http://library.fes.de/pdf-files/bueros/kolumbien/12482.pdf">http://library.fes.de/pdf-files/bueros/kolumbien/12482.pdf</a>	Institutional modernization.  To adequately respond to the needs of coexistence and citizen security, it must reorient its institutional priorities and develop other capacities in its members.	<ul style="list-style-type: none"> <li>• Process of transition towards peace</li> <li>• Police training</li> <li>• Citizen security</li> </ul>
20. Police mediation in Colombia: Bases for its implementation. 2017 Cámara de Comercio de Bogotá. <a href="https://bibliotecadigital.ccb.org.co/handle/11520/19663">https://bibliotecadigital.ccb.org.co/handle/11520/19663</a>	This document constitutes a guide that understands that police mediation seeks to strengthen the prevention capacity of police activity in the various areas of coexistence.	<ul style="list-style-type: none"> <li>• Police Mediation</li> </ul>
21. Effect of the police quadrant communication network on crime rates in Bogotá, Colombia 2017 Sandoval, & Marin-Jaramillo <a href="https://dx.doi.org/10.17230/ecos.2017.45.1">https://dx.doi.org/10.17230/ecos.2017.45.1</a>	Restricted and unrestricted networks are proposed to reduce crime and cover neighboring areas. Node communication is found to reduce the most frequent crimes and serve to efficiently utilize police units.	<ul style="list-style-type: none"> <li>• Communication between quadrants</li> <li>• Security programs</li> </ul>
22. Security and citizenship: an analysis of the impact of community surveillance models on the notions and management of public security in Bogotá. 2017 Mesa <a href="http://www.bdigital.unal.edu.co/57668/">http://www.bdigital.unal.edu.co/57668/</a>	Analysis of the impact of the preventive police approach, which is based on the policeman's relationship with the community.  Approach to security management in the town of Suba, highlighting the implementation of preventive models such as Territories of Life and Peace and the Quadrant Plan of the Po	<ul style="list-style-type: none"> <li>• Citizen security</li> <li>• Preventive models</li> </ul>
23. Impact of the organizational culture on the job satisfaction of the Sijin agents of the Metropolitan Police of Santa Marta 2017 Serpa <a href="http://repository.ucc.edu.co/handle/ucc/12415">http://repository.ucc.edu.co/handle/ucc/12415</a>	Determine the impact of the organizational culture on the job satisfaction of the SIJIN agents of the Metropolitan Police of Santa Marta specifically.	<ul style="list-style-type: none"> <li>• Organizational culture</li> <li>• Work satisfaction</li> </ul>
24. Effectiveness of the National Plan for Community Surveillance by Quadrants in four neighborhoods of Cali, Colombia 2017 Román. & Cárdenas. <a href="https://doi.org/10.35428/cds.v0i2.15">https://doi.org/10.35428/cds.v0i2.15</a>	Dichotomy that exists between the preventive nature of the Quadrant Plan and its implementation. Although this Plan seeks to generate bonds of trust with the community and identify criminal and violent actors and activities, in practice its actions are repressive and control.  The best preventive security practices are those that envision the community in its active role and empower the groups to reclaim their city, with the police acting as facilitators and not	<ul style="list-style-type: none"> <li>• PNVCC</li> <li>• Police as facilitator</li> <li>• Preventive practices</li> </ul>

	as agents of power.	
<p>25. Police well-being: A look at the health, occupational safety and prevention of occupational risks of police officers in El Salvador. 2017 Muñoz. &amp; Argueta. <a href="https://www.camjol.info/index.php/RPSP/article/view/5465">https://www.camjol.info/index.php/RPSP/article/view/5465</a></p>	<p>Police welfare, work and personal dimension of the police officer, his fatigue and risk of losing his life, his personal aspirations and family concerns are ignored. Establishment of healthy work environments for the police. The premises are two: i) Labor well-being involves the execution of occupational health and safety measures ii) The direct relationship between the job well-being of the police officers and the performance of their duties.</p>	<ul style="list-style-type: none"> <li>• Police welfare</li> <li>• Safety in police work</li> </ul>
<p>26. Citizen Security Plan and its Impact on the Satisfaction of the Inhabitants of Trujillo 2017 Pasapera <a href="http://repositorio.ucv.edu.pe/handle/UCV/11813">http://repositorio.ucv.edu.pe/handle/UCV/11813</a></p>	<p>Determine the impact that the citizen security plan has on the satisfaction of the inhabitants of the Trujillo District. In the results obtained, the citizen security plan was described by attributes such as prevention in citizen security, practice of human rights, social justice, participation in social development, citizen participation, and culture for peace.</p>	<ul style="list-style-type: none"> <li>• Citizen satisfaction</li> <li>• Security plan</li> </ul>
<p>27. Perceptions of job performance from the perspective of its protagonists at the Goagoaza Parish police station in the Puerto Cabello municipality, Carabobo state. 2018 Lugo &amp; Toribe <a href="http://www.riuc.bc.uc.edu.ve/handle/123456789/7363">http://www.riuc.bc.uc.edu.ve/handle/123456789/7363</a></p>	<p>Perceptions in the work performance of the Police from the perspective of its protagonists. Impressions of the police officers and their experiences regarding the work they carry out in this specific community. It allows us to know the story from this actor, an exercise that is rarely presented for police literature.</p>	<ul style="list-style-type: none"> <li>• Self-perception of police performance</li> </ul>
<p>28. Characterization of people regarding the perception of security and citizen coexistence, through a multivariate analysis 2018 Avila <a href="https://repository.libertadores.edu.co/handle/11371/2078">https://repository.libertadores.edu.co/handle/11371/2078</a></p>	<p>"Survey of Coexistence and Citizen Security ECSC", instrument applied in 20 cities of the country. The ECSC includes three crimes: theft in its three forms (residences, people and vehicles); squabbles and fights, and extortion. As well as people's perception of issues of citizen coexistence and institutional trust. Analysis that allowed to identify the low perception of security, the little reliability and credibility towards the entities as authority figures.</p>	<ul style="list-style-type: none"> <li>• Coexistence and citizen security</li> <li>• Perception of citizenship.</li> <li>• Institutional trust</li> </ul>
<p>29. Interventions to improve the legitimacy of the police force increase satisfaction, public confidence and reduce recidivism. 2018 Chukwudozie, A., &amp; White, H. <a href="http://scioteca.caf.com/handle/123456789/1292">http://scioteca.caf.com/handle/123456789/1292</a></p>	<p>Voluntary public cooperation is necessary for effective policing and citizens are more likely to cooperate when they perceive the police as highly legitimate. This review assesses the direct and indirect benefits of interventions to improve the legitimacy of the police force. These interventions also increase public satisfaction and trust in the police and reduce recidivism.</p>	<ul style="list-style-type: none"> <li>• Citizen satisfaction</li> <li>• Citizen cooperation</li> </ul>
<p>30. Video surveillance through drones in the National Model of Community Surveillance by Quadrants in the municipality of Chía 2019 Ardila &amp; Romero <a href="http://168.227.244.104:8080/handle/123456789/1340">http://168.227.244.104:8080/handle/123456789/1340</a></p>	<p>The purpose of this research work was to identify how a model of video surveillance through drones is applicable to the National Model of Community Surveillance by Quadrants (MNVCC) in the municipality of Chía.</p>	<ul style="list-style-type: none"> <li>• Surveillance with drones in the MNVCC</li> </ul>
<p>31. Unmanned aerial systems, the technology available to improve the Police service in the town of Suba 2019 Lozano., &amp; Tovar. <a href="http://168.227.244.104:8080/handle/123456789/1339">http://168.227.244.104:8080/handle/123456789/1339</a></p>	<p>The Police Aviation Area, a model unit in the adoption of new aeronautical-type tools related to citizen security, has included Unmanned Aerial Systems within its processes as a strength in achieving the preventive, dissuasive and reactive objectives of the different units that have decided to acquire this type of technology that is useful in the control of complex agglomerations, natural disasters, information gathering, support for police motives and an endless number of activities in which these capacities are exploited, allowing the commanders of unit and surveillance patrols improve decision-making on issues related to the care of citizens and the surveillance service.</p>	<ul style="list-style-type: none"> <li>• Unmanned aerial systems for the MNVCC</li> <li>• Police aviation</li> </ul>

Source: self-made

#### 4. Discussion

It is evident and more and more pertinent to carry out the tracking and systematization of the available information when facing the approach of an investigation, because it accounts for the approaches that have been made to face the problem, which results in the limitation of the impact and

helps to determine the variables that can be associated with the topic of choice. In this particular case, the systematic review made it possible to find the variables most investigated and related to the MNVCC, which directs the problem of the research question posed towards the following aspects:

- The police server perception of the quality life, development of his work in the dynamization of the

model, achieves and weakness of the work, sense of belonging with the institution, among other things.

- Citizen satisfaction understanding as how the community perceive the police presence, the type of attention received, the knowledge of the model and its performance dynamics and the perception about security in its locality.
- The MNVCC by itself, origins, approaches, explanatory models, achieves and weakness Estas unidades de análisis permiten plantear el proyecto de investigación, pregunta y problema, siendo una herramienta muy importante que brinda soporte al proceso. These analysis units, allows to pose the investigation project, question and problem, being an important tool that support the process.

## 5. Conclusions

Despite the fact that different studies have been developed to evaluate the quality of the police service and the operation of the MNVCC, on few occasions the experience of the police server and his actions in the quadrants, his work performance in complex conditions given by the social environments that must be attended to, shift days, teamwork and organizational climate, among others. In this sense, it would be appropriate for more exhaustive investigations to be carried out to measure the strengths and weaknesses of the National Model for Community Surveillance by Quadrants (MNVCC), with the understanding that this police service model prioritizes the operational strategy in surveillance and patrol activities. guiding its security efforts in obtaining favorable statistical results, which account for the reduction in crime rates, however it is unknown if this tool really corresponds to the current needs of the population, also leaving the true essence in the background of the alternative, which seeks proximity with the citizens for the construction of safe environments, shortening the existing gaps between the police and the community, thus achieving that the citizen becomes involved and participates in the solution of the problems that afflict him in his environment to work collaboratively with their authorities.

One of the most relevant aspects found in the literature is the inclusion of personnel from the police specialties in the service of the Model, which makes it possible to provide a comprehensive service to the citizen and not depend solely on surveillance personnel for all series of cases to which is required and on multiple occasions is limited by not being within their competence or because they do not have the appropriate tools to resolve the situation that arises, limiting their actions and damaging the institutional image in reason that the community that doesn't know the dynamics of the model.

The issue of citizen security and its direct relationship with the MNVCC implies the approach of multiple points of view and edges that must be taken into account for its study, not only in terms of benefits and shortcomings, but beyond, what is related with the functionality and efficiency from different points of view, such as that of the police that makes up the quadrant, its commanders and station commander, and on the other hand the perception of the citizens and their real knowledge of the Model, where the dynamics involved in a close collaboration relationship and citizen-police

synergy; which will undoubtedly result in a better social coexistence.

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