


POLICE'S PSYCHO-SOCIAL PROFILE IN COLOMBIAN ACTUAL SCENES: A PERSPECTIVE FROM THE CITIZENRY/POPULATION. CASE: JURISDICTION OF PUENTE ARANDA, BOGOTÁ

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ARTICLE INFO	ABSTRACT
Article history: Received: January, 15 th 2024 Accepted: March, 18 th 2024	Objective: The objective of this article is to analyze the Psychosocial Profile (PP) of police officers from a citizen perspective.
Keywords: PP Profile; Citizenry; Police; Social Psychology; Competency.	Theoretical Framework: The PP is a tool to reveal the service that is provided daily according to effective, respectful, adaptable, communicative and assertive actions, continuous learning and leadership, among other causal competencies, which ratify an effective service that responds to the institutional mission.
	Method: The research is qualitative and quantitative, exploratory and descriptive, structured with a phenomenological design, which is based on the identification of characteristics of the PP, based on six competencies: personal, interpersonal, cognitive, institutional, community and physical. To obtain the information for the research, a population focus conformed of the inhabitants of the Town of Puente Aranda and a random sample of 384 people, was studied and interviewed.
	Results and Discussion: The characteristics of the PP constitute the concordance between direct and linear associations according to the categories: psychosocial profile, commitment, vocation, behavioral criteria and the profile of the leadership of the police service in relation to the citizen and the fulfillment of the institutional mission.
	Research Implications: This is evidenced according to the multiple correspondence analyses between the singular competencies and the community's socio-demographic variables according to the provision of the police service.
	Originality/Value: The importance of optimizing the psychosocial profile of the police officer is established based on their contextualized and active social interaction, taking into account personal, interpersonal, cognitive, physical, institutional, leadership and teamwork skills to fulfill their service mission. to the citizens.
	Doi: https://doi.org/10.26668/businessreview/2024.v9i4.4657

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**PERFIL PSICOSSOCIAL DA POLÍCIA NOS CENÁRIOS ATUAIS COLOMBIANOS: UMA
PERSPECTIVA DO CIDADÃO/POPULAÇÃO. CASO: JURISDIÇÃO DE PUENTE ARANDA,
BOGOTÁ**

RESUMO

Objetivo: O objetivo deste artigo é analisar o Perfil Psicosocial (PP) das polícias a partir da perspectiva cidadã.

Marco Teórico: O PP é uma ferramenta para revelar o serviço que se brinda diariamente de acordo com ações efetivas, respeitáveis, adaptáveis, comunicativas e assertivas, a aprendizagem contínua e a liderança, entre outras competências de causalidade, que ratificam, um serviço eficaz que responder à missão institucional.

Método: Enfoque qualitativo e quantitativo, do tipo exploratório e descritivo, estruturado com um design fenomenológico, que se baseia na identificação de características do PP., a partir de seis competências: pessoal, interpessoal, cognitiva, institucional, comunitária e física. Para obter a informação foi estudada e entrevistada a um foco populacional formado pelos habitantes do Município de Puente Aranda e uma mostra aleatória de 384 pessoas.

Resultados e Discussão: As características do PP constituem a concordância entre associações diretas e lineares segundo as categorias: perfil psicosocial, compromisso, vocação, critérios comportamentais e o perfil de liderança do serviço policial em relação ao cidadão e o cumprimento da missão institucional.

Implicações da Investigação: Isso é evidenciado pelas múltiplas análises de correspondência entre as competências singulares e as variáveis sociodemográficas da comunidade, dependendo da prestação do serviço policial.

Originalidad/Valor: A importância de otimizar o perfil psicosocial do policial se estabelece a partir de sua interação social contextualizada e ativa, levando em consideração competências pessoais, interpessoais, cognitivas, físicas, institucionais, de liderança e de trabalho em equipe para cumprir sua missão de serviço aos cidadãos.

Palavras-chave: Perfil PP, Cidadão, Polícia, Psicologia Social, Competência.

**PERFIL PSICOSOCIAL DEL POLICÍA EN ESCENARIOS ACTUALES COLOMBIANOS: UNA
PERSPECTIVA DESDE LA CIUDADANÍA/POBLACIÓN. CASO: JURISDICCIÓN DE PUENTE
ARANDA, BOGOTÁ**

RESUMEN

Objetivo: El objetivo de este artículo es analizar el Perfil Psicosocial (PP) de los policías desde la perspectiva ciudadana.

Marco Teórico: El PP es una herramienta para revelar el servicio que se brinda cotidianamente de acuerdo con acciones efectivas, respetuosas, adaptables, comunicativas y asertivas, el aprendizaje continuo y el liderazgo, entre otras competencias de causalidad, que ratifican, un servicio eficaz que responde a la misión institucional.

Método: Enfoque cualitativo y cuantitativo, de tipo exploratorio y descriptivo, estructurado con un diseño fenomenológico, que se basa en la identificación de características del PP., a partir de seis competencias: personal, interpersonal, cognitiva, institucional, comunitaria y física. Para obtener la información se estudió y entrevistó a un foco poblacional conformado por los habitantes del Municipio de Puente Aranda y una muestra aleatoria de 384 personas.

Resultados y Discusión: Las características del PP constituyen la concordancia entre asociaciones directas y lineales según las categorías: perfil psicosocial, compromiso, vocación, criterios comportamentales y el perfil del liderazgo del servicio policial en relación al ciudadano y el cumplimiento de la misión institucional.

Implicaciones de la Investigación: Esto se evidencia según los múltiples análisis de correspondencia entre las competencias singulares y las variables sociodemográficas de la comunidad según la prestación del servicio policial.

Originalidad/Valor: The importance of optimizing the psychosocial profile of the police officer is established based on their contextualized and active social interaction, taking into account personal, interpersonal, cognitive, physical, institutional, leadership and teamwork skills to fulfill their service mission to the citizens.

Palabras clave: Perfil PP, Ciudadano, Policía, Psicología Social, Competencia.

1 INTRODUCTION

In essence, the approach of this article focuses on how to analyze the police officer's psychosocial profile according to the current contexts that are experienced in Colombia,

specifically from the perspective of citizens. In this sense, it is necessary to consider the citizenship's interpretation of the actual social phenomenon that exists in the country, and the theoretical support that emerges to argue this reality. Actually there is a growing misunderstanding of the police profile from the citizens, based on the influence of socio-demographic variables Nieto et al (2018), which is evidenced in the results registered in the investigation, such as the little acceptance of the presence police by the new generations and the conception they have of authority. The higher the academic level and age, there is more acceptance of the police officer. On the other hand, there is a correlation between personal and interpersonal skills, from the cognitive, community, institutional and police vocation.

The literature (Barney, 2018), which has formed a substantial part of the research, makes it possible to address the issue raised and contribute to the analysis of the psychosocial profile. The National Police has institutional documents that seek to strengthen their missionary actions Nieto et al. (2018), leadership, and tools to measure and assess the competencies of the police profile based on the National Survey on Victimization and Perception of Public Security ENVIPE (2020), which takes into account the perception of police performance based on variables such as: Feelings of security (Consejo de Bogotá, 2021), police personality, the satisfaction in the police action Cámara de Comercio de Bogotá (2019), however, there are citizen perceptions that show complaints DANE (2021), implications in the private sector (Salamanca y Porra (2019), and business Beltrán (2020), as well as such as effects on security Secretaría Distrital de Seguridad, Convivencia y Justicia (2020), performance factors (Mendoza et al., 2021), labor (Salamanca y Porra (2019), like Beltrán (2020), especially on the street with the public.

In the Colombian context, the National Police does not have prevention policies regarding psychosocial factors, so far that this reality has a negative impact on the personal, family and social life of the uniformed. Police officers are affected and exposed to various risks and critical factors that they face in their daily service to citizens, which is evidenced by a high mental load, long working hours, low pay, isolation of the family and social loss of prestige that significantly influences their work performance, triggering feelings of frustration and job disinterest.

However, the police officer must comply with his institutional and missionary commitment despite adversity, which implies establishing a psychosocial profile that favors his quality of life, based on his interaction with the citizens. The National Police needs to identify the psychosocial in the risk factors in which they are exposed, in such a way that, based on these arguments, it is legitimized to address the psychosocial profile of the police officer,

enabling the acquisition of necessary social skills, to strengthen their institutional missionality and improve interpersonal relationships and the positive perception of the citizenship, thus reducing disrespectful actions from the citizens. It is necessary to address a literature that supports the psychosocial profile of the police officer, so that it does not remain in the abstract, but rather materializes in the reality of its historical evolution.

The purpose of this document is to establish the psychosocial profile of the police from the perspective of the citizens responding to the current scenarios of the country. Therefore, the article seeks to resolve the related question about what is the psychosocial profile of the police officer and his interaction with the citizen. This implies, therefore, going through the literature on the studied subject, taking into account police sources, both, documentary and population, as well as the critical apparatus to determine the most important implications of the psychosocial profile of the Colombian police officer and his interaction with the citizenry.

2 METHOD

The investigative methodology is mixed, with both the qualitative and quantitative, the research project includes the statistical formulation and the application of instruments for the collection of information and a phenomenological design is established (Sampieri, 2018), which: "seeks to comprehend people's experiences of a phenomenon or multiple perspectives of it" (p. 471), enabling the use of the quantitative approach. Arnua (s.f.).

The research project belongs to a descriptive exploratory type (Hanafi et al., 2018), established from the organization of the data and the identification of the most relevant correlations in the study of the profile from the perspective of citizenship and its sociodemographic characteristics. In this sense, it seeks to analyze the psycho-social profile of the police from the perspective of the citizens in the context of the jurisdiction or neighborhood of Puente Aranda.

Regarding the exclusion and inclusion criteria, the residents of the neighborhood participate active in the research project by signing the consents to respond to the instruments prepared with the objective of collecting the information.

The population universe is defined by the citizens inhabiting in the neighborhood of Puente Aranda. According to the CIEPS of the CAI Alquería Carrera 52 #59 in the city of Bogotá D.C. Locality No. 16 has a territorial extension of 1,731 hectares, which corresponds to 1% of the total Bogota population; It is made up of 251,571 inhabitants, of whom 118,748

are men and 132,822 are women. Likewise, it has five UPZ planning units which are: Muzu, Ciudad Montes, Zona Industrial, San Rafael and Puente Aranda.

The dependent variables correspond to the PP and the independent ones to the sociodemographic aspects (illustrative variables), these are product of the application of the Likert's scale survey. Informed consent was obtained from all participants prior to their inclusion in the study, ensuring their voluntary participation and understanding of the research objectives and procedures. The research project has been approved by the Research Committee of the General Santander Police Cadet School under the number ACTA-030-ECSAN-GRUIN2.25, validating the compliance with ethical principles and established standards.

The competences for the National Police (2021) Resolution 03546 (2012) from a conceptual approach of DINCO correspond to the generic and specific competences, Céspedes et al. (2020), Camacho et al (2021) proper from the ECSAN according to the shared police processes.

A survey with questions based on the Likert was applied for the collection of information, to analyze the competences Ferrero (2020), and the psycho-social profiles Deschênes et al (2018), according to the predictive value in the identification of a PP.

The PP categories were built thanks to the associated behaviors that are shared the behavioral criteria and the different levels at which the competencies can be developed Toyo (s.f.), according to the population and the selected sample established by ECSAN, the National Network of Business and industry associations (2014), Labor Office (2021) and Better Policies for better lives (2021) and the people that share the understanding of competencies in the contexts of the globalization and the characterization of the psycho-social profile from the perspective of the citizenship and their lifestyles.

The sample is obtained from the data provided by the Secretaría Distrital de Seguridad, Convivencia y Justicia (2020), and is executed with a confidence level of 95% corresponding to a population of more than 100,000 citizens, representing a margin of error of 0.005. The statistical formula used is: $n_0 = (z^2 * p * q) / e^2$, it is considered a simple random sample of 384 inhabitants.

They were given a survey in which the informed consent was closed. The researchers designed the survey and subjected it to peer review.

Subsequently, following the corrections, the document was organized, printed and delivered to the surveyed people, previously explaining them how it should be completed for avoiding errors in the information obtained. For this work, a field work team was formed in

order to consolidate the database during 2021. As a random sample, all the surveyed people signed the document accepting the indications made.

The formula is cleared as follows: $z^2 =$ estimator confidence interval 1.9; squared. Confidence level: 95%, p = probability of success, q = probability of failure, calculated as $q=(1-p)$ and $e^2 =$ squared sampling error.

Regarding the phases of the research project, there are 4. The first one, is determined as the Initial Identification Phase to appropriate the concepts of the PP based on characteristics, theoretical competences, and the types of social generations, according to the age ranges to check if they vary according to the perception of police PP. The second phase is Design and Elaboration to structure, based on previous intellectual productions and instrumental viability, the validity by experts where each item that does not admit the minimum value is deleted or restructured for its application. Cronbach's alpha is considered in items of closed questions with a viable value greater than 0.7 in consistency and trustworthiness, guaranteeing details of the formulas and ranges.

The third phase is the Implementation or Execution. In this phase, a simple random sampling survey is implemented with the estimated participation of 384 citizens, recognizing the opinion of the citizens of this society, regarding the characteristics and competencies that it has been seen in the police force. The total list of inhabitants is not available, and to each citizen will be given the same chance of being elected. Then the institutional profile is specified from interviews with police professionals and psychologists, to establish the feedback on the maturity of the PP of police officer which is achieved with the autonomy and commitment both in the social skills of the inhabitants and in police knowledge.

The last phase is the evaluation, in which with each identified competence is made by the correlation with the sociodemographic variables through descriptive statistics and the implementation of word clouds with the SPSS, Atlas software. Ti or MAXQDA to reflect the most prevalent competencies within the data obtained. The results of the expert's contributions, Nieto et al (2018), and the effect it has on the profile in institutional and sociodemographic praxis.

3 RESULTS

In this research was expected to obtain the consolidation of first-hand information from citizens regarding their perception of the psychosocial profile of the police officer and relevant literary sources. As the investigation progressed, these expectations were confirmed.

The selected sample corresponding to the 384 inhabitants (Table 1), maintained an excellent disposition to support with the requested information. Likewise, the results obtained were more as expected; by consulting documentary material by the Colombian National Police; it was found that there is not enough theoretical support on the problem raised and even thought as the police institution has turned 131 years old, and in all this time they have not consolidated the police PP.

Table 1

Descriptive statistics of the sample.

Age		Gender		Studies		Years inhabiting	
17 years or less	20	Women	93	Bachelor	114	Less than a year	17
18 to 20	58	Man	291	Technical	134	Between 1 and 5 years	84
21 to 29	74			Technologist	106	Between 6 and 10 years	136
30 to 39	86			Professional	26	Between 11 and 15 years	102
More than 40 years	146			Specialist	4	More than 16 years	45
Total	384		384		384		384
Nationality		Income		Ethnicity		Employment situation	
Colombian	312	Less than 1 SMLV	144	White	292	Employee	184
Venezuelan	56	Between 1 and 2 SMLV	194	Black	70	Independent	122
Ecuadorian	10	Between 3 and 4 SMLV	34	Indigenous	22	Housewife	36
American	6	More than 5 SMLV	12			Student	43
Total	384		384		384		384

Note: Description of the sociodemographic data obtained. Own elaboration.

Regarding the results shown by the table, it is evident that the people who most participated in the survey are over 40 years old, with a percentage higher than 75% of men, with an average of studies between bachelors and technologists in their majority, and with a habitation time in the locality between 18 and 40 years, which implies that the majority of the people who inhabit the area have knowledge of the sector and their information is more reliable. Even when there are foreigners in the town, it is clear that the trend of Colombians is higher than 80%. The categories corresponding to salary income establish that the majority of the inhabitants receive wages of less than one SMLV (Current Legal Minimum Wage), and a maximum between 1 and 2 SMLV, which determines a social group with low economic income. The majority of the sample is represented with more than 75% white race. Regarding jobs, close to 50% are employees followed by independent people, which makes it possible to establish that there is some security in income even when they are low.

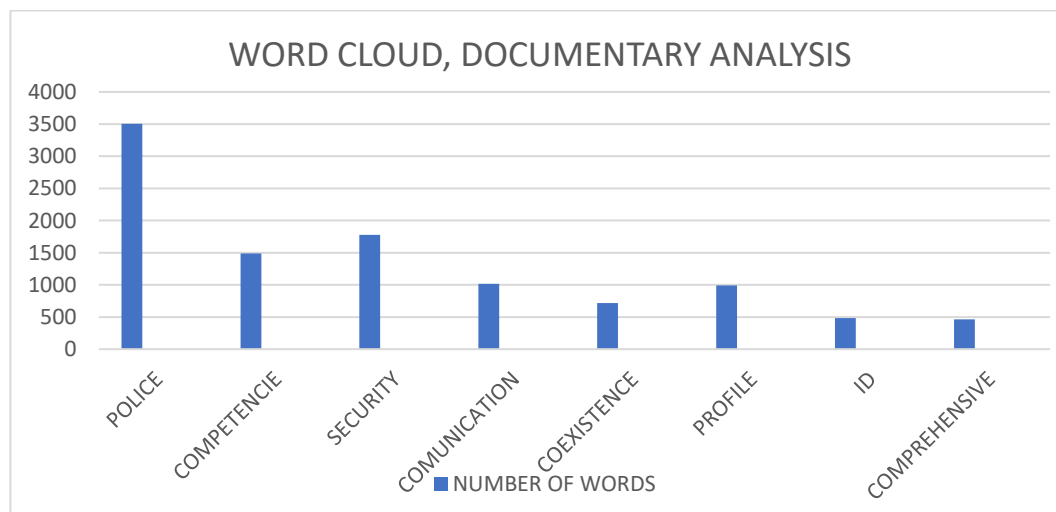
To identify the characteristics of the PP of the National Police, a documentary analysis was done, synthesizing the research activities and collection of documents in indexed bases,

university, and institutional repositories of the ECSAN, finding 79 academic productions between doctoral, masters, and undergraduate theses, magazines, and police articles. All these recompilations were constructed on a documentary matrix in Excel to consolidate descriptions and official sources, results from documentary analysis and the identification of sociodemographic variables (Martí (2021), Rojas (2021), most relevant as: age, gender, income, nationality, ethnicity, studies, and employment situation of the objects of study. In Excel, the theoretical triangulation of the characteristics of the PP was carried out, which support of the elaboration of the survey, based on the matrix content that acted as raw material to encode the content through: Clouds of pal open, interactive word tree, code maps, creative coding and documentary portraits of the theoretical pillars pointing to express the characteristics of the police PP according to the importance of the profile.

The words are exposed with the analysis of national documents from the first 100 words with the highest frequency where "police" heads with 778, followed by "Competencies" with 760 and verbs such as "work" - "production" with 268 and 256, and in the total of the 79 documents, it can be seen: Police with 3505 repetitions, competition with 1487, security with 1775, communication with 1017, coexistence with 715, to profile and profile for a sum of 990, identify 482 and integral 465. Therefore, it can be deduced that competencies are a fundamental part of the performance and efficiency of the service. (Figure 1).

Figure 1

Documentary analysis, National and matrix documentary.

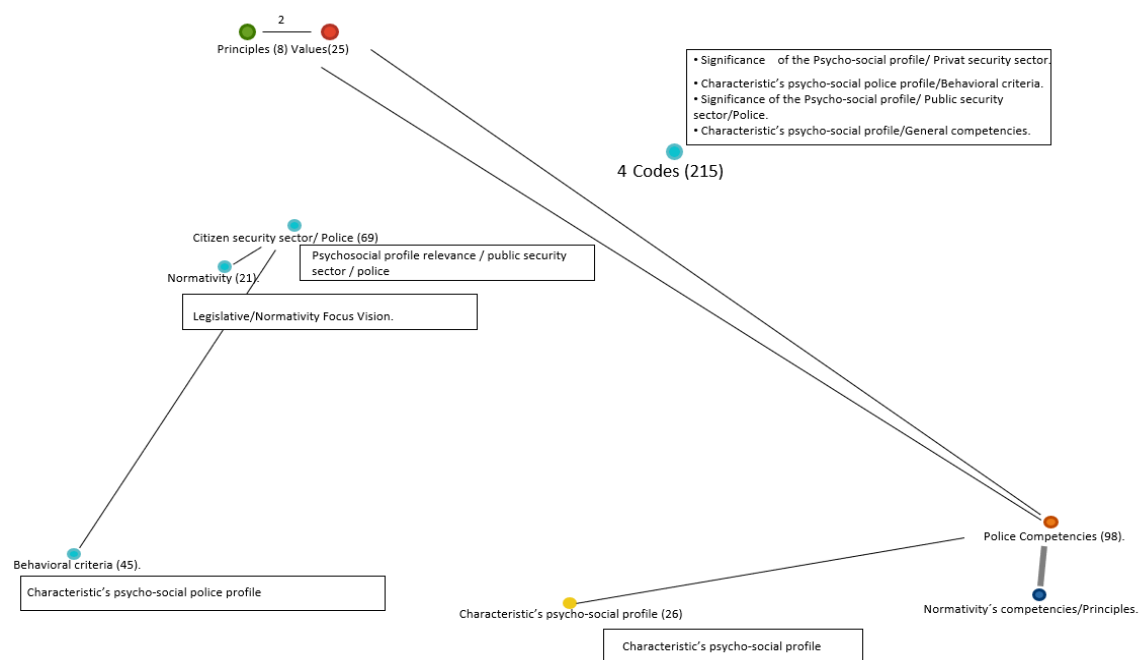


Note: Evidence of the documentary's state of art with a consolidated focus, regarding the police relevance as well as the skills of the police force. Source: Own elaboration.

Regarding the skills of the PP in general and at the police institutional level, an interactive word tree was made, in which the PP skills, characteristic of the police work, are reflected. Regarding to the police skills in the figure. 2., are emphasized the mistakes and successes of the police service. In the same way, with the support of the code maps based on the previous conformation of matrices of relationship the characteristics are emphasized. The PP was established in external corporate contexts and in the police force. A higher frequency of relationship between the codes was observed, as is the size of the font (Figure 3), which is evidenced in the Interactive Word Tree by identifying ramifications such as behavioral knowledge, psychosocial profile, competency charge profiles, advantages, and disadvantages, all these products of documentary analysis.

Figure 2

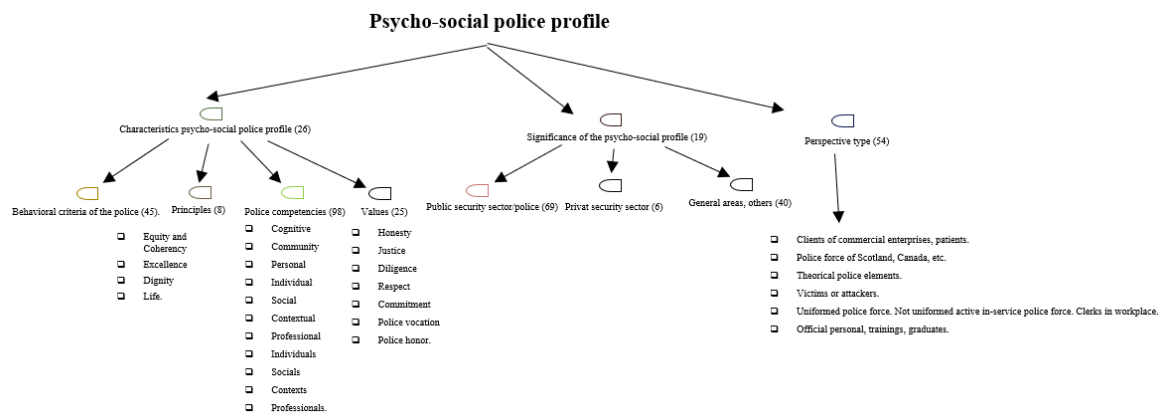
Map of the characteristic's codes of the psycho-social police profile



Note. Frequency of the association between the characteristics of the police psycho-social profile, evidences the relationship between the existing regulations and the principles as values, a component of this profile. Source: Own elaboration, MAXQDA.

Figure 3

Characteristics psycho-social police profile, creative coding

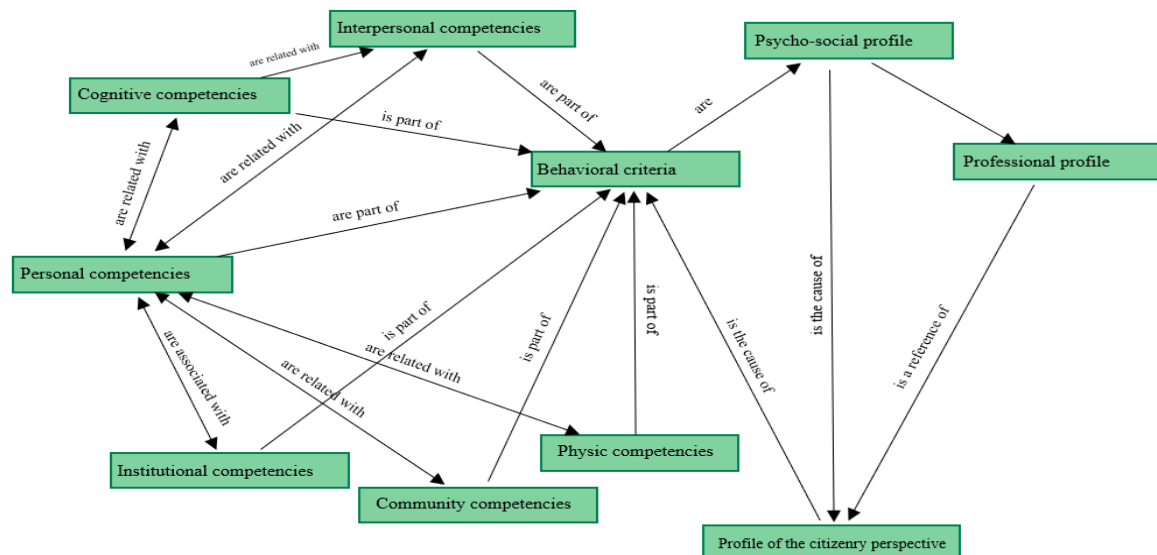


Note: Consolidation of the characteristics of the psycho-social profile from behavioral criteria, principles, competencies, and values. Source: Own elaboration, MAXQDA.

From the collection in the Atlas.ti software, a semantic network was generated to appreciate the behavioral criteria such as the internal interactions between their competences, the transversality of the professional profile and the rapport with the citizenry. (Figure 4).

Figure 4

Description of the psycho-social profile characteristics with behavior criteria of the psycho-social profile.



Note. Schematic correlation of the different competencies identified from the citizens perspective and their final concordance with a professional profile. Source: Own elaboration, Atlas.ti.

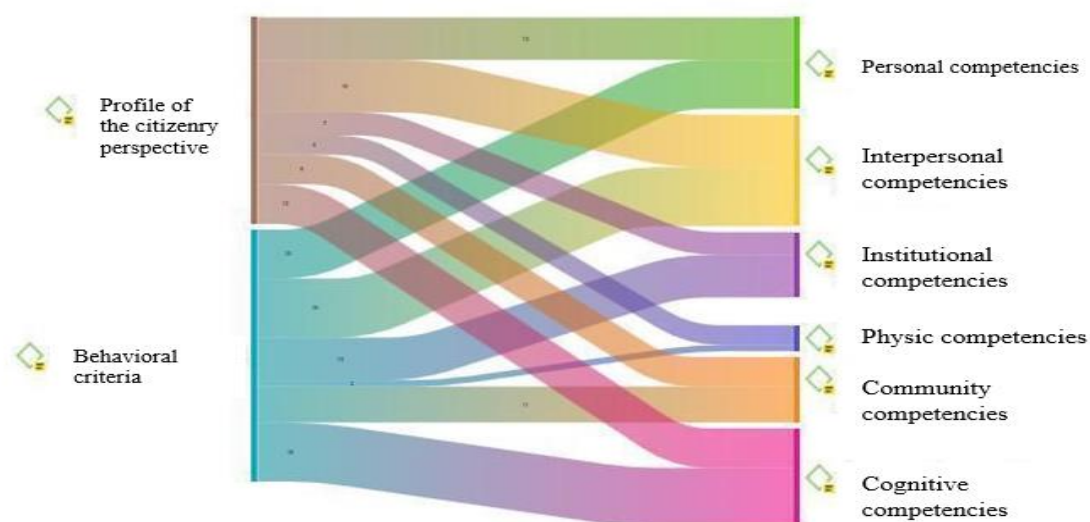
The graphic representation of Sankey Atlas.ti (Figure 5), evidenced the close relations between the categories: behavioral criteria and citizens perspective, around the PP constructed

with its different competencies and finding in the co-occurrence tables (r) positive Pearson coefficients, as a direct and linear association between them, from a strong rooting between cognitive skills with behavioral criteria with $r = 0.38$ followed by personal skills $r=0.34$ and interpersonal skills $r=0.36$. Likewise, a more positive association between the citizens perspective, with interpersonal, personal, and physical competencies that, although in behavioral criteria it is not usually integrated with a significant rooting, when its contrast is transferred to the citizens perspective, its protagonist is manifested with a direct association of $r=0.20$. It means, the behavioral criteria validated by experts at the institutional level, the physical competence is not integrated like the others, however, when addressing a different field of vision such as the perspective of the citizenship, the role of these skills began to have a presence.

Figure 5

Sankey's diagram based in co-occurrence tables, interview to experts.

	Behavioral criterio 43	Profile of the citizenry perspective 32	Professional profile 11
Psychosocial profile 60	51 (0,98)	38 (0,70)	4 (0,06)
Institutional competencies 12	Interpersonal competencies 25	Personal competencies 16	
13 (0,31)	18 (0,36)	15 (0,34)	
7 (0,19)	16 (0,39)	13 (0,37)	
	Cognitive competencies 22	Community competencies 14	Physic competencies 4
Behavioral criteria 43	18 (0,38)	11 (0,24)	2 (0,04)
Profile of the citizenry perspective 32	12 (0,29)	9 (0,24)	6 (0,20)



Note: Opinion of experts reflected in a synthetic way before the frequency of co-occurrence between the competencies and research categories as behavioral criteria – citizenry's perspective. Source: Own elaboration, Atlas.ti.

The contribution of experts validated the highly significant association between the PP and the behavioral criteria that make it up $r=0.98$, as well as the PP with the citizen's perspective: $r=0.70$. In this way, the competencies that make up the PP were ratified, and the physical competencies were established to analyze this profile from the perspective of the citizens.

The instrumental validation of the questionnaire complied with the content validity ratio (CVR), reducing the proposal from 50 items to 40 items due to Lawshe's exclusion range (1975), according to seven evaluators in its construction, with a Likert scale. Based on the consistency and reliability in Cronbach's Alpha of a total of 405 responses by citizens, representative information of the target population is obtained with a sample of 384. The confidence calculation in Excel and the SPSS software with trustworthiness statistics showed 0.9732 and 0.973, close to one, demonstrating its relevance, internal instrumental consistency, and guaranteeing stable results.

According to the analysis of the psycho-social profile of the police from the perspective of the citizens in the jurisdiction or neighborhood of Puente Aranda, in the word cloud the presence of the police in the social sceneries is clear such as: Health emergencies, in the CAI, to make a complaint, in the street, to report a robbery and public order problems. (Figure 6).

Figure 6

Word cloud in relation to the contexts of police praxis perceived by the citizens.

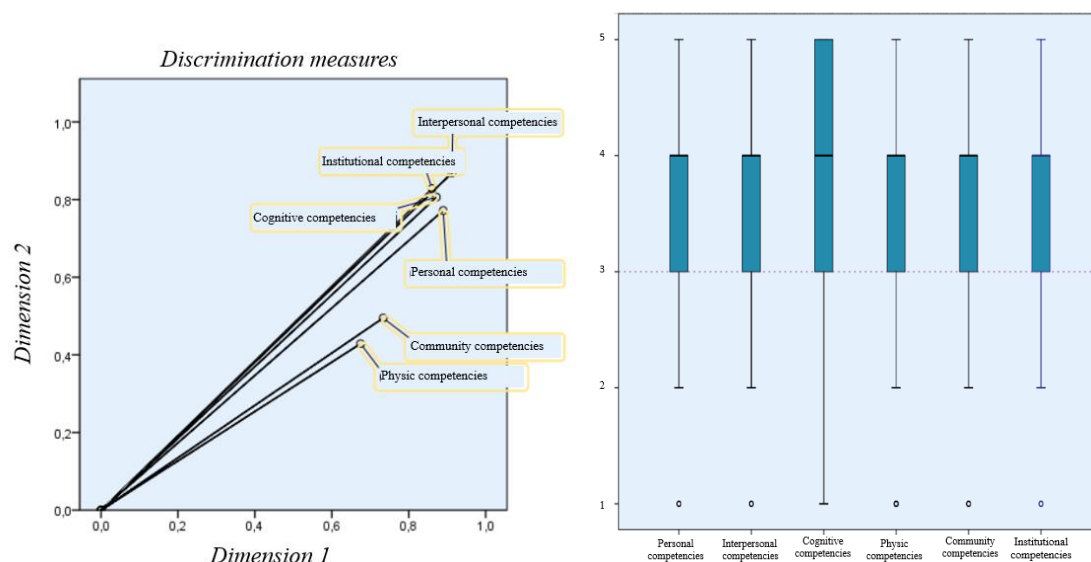


Note. Word cloud that shows the scenarios in which the citizen interacts with the police service. Source: Own elaboration, MAXQDA.

The citizen's active observation to the police force made possible to obtain punctual results in the perception of PP competencies. It started from a matrix of correlation between the different items showing a strong association between them. The association is verified by inertia and graphic association in a bi-dimensional plane with profile competencies, where there are inertias of dimension 1 0.824 and dimension 2 0.7. Cronbach's alpha 0.857 and 0.914 reflecting a model with high explanatory value; a variance of 82.38 and 69.97, obtaining a significant level of importance for the graphic solution. The correlation tables show: the highest association between cognitive and interpersonal skills at 0.925; the institutional ones with the personal and interpersonal ones in 0.856 and 0.882. The lowest relations with physical skills at 0.6, still significant, and community relations up to 0.741 with interpersonal ones. (Figure 7)

Figure 7

Measures of inertia skills and statistical distribution boxplot.



Note. A boxplot diagram that reflects quartiles between a Likert scale with a "good" perspective of the psycho-social profile as the influence between competencies due to their close points, synthesizing multiple variables in a 2D plane. Source: Own elaboration, SPSS.

On the other hand, the highest tendency is the institutional ones with the following descending order: interpersonal, personal, cognitive, communicative, and physical.

The institutional is transversal, and thanks to the boxplot the cognitive ones with the greatest asymmetry (-0.653, -0.095) as kurtosis (-1.393, -0.207), they reflect a positive perspective of citizens tending to impartiality.

4 DISCUSSION

The associations found, are based between the behavioral criteria linked to the public security sector and the relationship between police skills and the existing regulations corresponding to police competencies Resolution 00937 of 2016, Resolution 02681 of 2020 and the Resolution 01087 of 2019 shared by Camacho et al. (2021). These are followed by the principles and values where the competencies, values and principles forge a triangle of matrix relationship with the PP of the private security sector from a visionary approach of projection of the service and behavioral criteria of the police.

Likewise, through documentary portraits it is evident that they focus the encoding on characteristics of the PP of the police officer. On the other hand, Rivela and Losada (2021) and Barragán (2019) establish a more relevant appreciation in the types of perspectives, also Martínez (2018) and Martí (2021), support the methodology in the type and investigative approach, according to predictive and analysis variables, which according to Tarcica & Masis (2013) and Toyo (s.f.), focuses on competencies: personal, cognitive, interpersonal, institutional, community and physis, supporting the police PP with generic skills, values and principles.

Regarding the behavioral criteria of the psycho-social profile, these are established through the information collected from the contribution of experts in psychology police praxis and the triangulation of documentary analysis, specifying the definitions of each internal category of the PP which are represented in competencies: personal, cognitive, interpersonal, community, institutional and physical.

To determine the professional profile and PP, the behavioral criteria are established by investigating the characteristics according to the context of the police officer Martinez (2018), and reaffirming the interaction of these in types of acts within society and their active closeness with the citizenry.

The elements that assembled the competencies are described as behavioral criteria of causality of the PP within the context of application of the service. The experts agree that the PP is a tool to reveal the service provided every day, according to effective respectful, adaptable, communicative, and assertive actions, continuous learning and leadership Nieto et al (2018), among other causality competencies, which ratified, an effective service that responds to the institutional mission.

The perspective adopted by a member of the institution is generalized to the organization, this because of sharing negative experiences (Velásquez (2019), or by

appropriation of other people's situations. Discovering these situations allows to establish strategies to improve police performance (Céspedes et al. (2020) and reduce the direct impact on the culture and organizational climate by reducing psycho-social risks (Romero et al. (2020) and Galar (2019). Using the PP as a tool to strengthen the perception of the institution in the society allows a more affable closeness and the existence of complex perspectives according to citizens.

According to Romero et al. (2020), the PP leads to identifying the strengths and opportunities for improvement in the construction and practice of the police profile. The Policía Nacional (2021) plans to strengthen its service to the citizens in the streets, identifying physical competencies as in the community in the disposition and commitment to improve and accentuate their vocation through the focus on skills Martí (2021), and with professions in contact with the citizens.

5 CONCLUSIONS

With the resolution of the previous objectives, an answer is provided to the research question which tried to understand what the PP of the police from the citizenry perspective. Therefore, the final objective of analyzing this profile, is obtained as a product of the analysis of the strengths of the Police PP, which fall on cognitive skills made up of adaptability to various situations and conflict resolution, as well as community and physical skills that are: disposition - community service commitment and physical condition respectively.

Institutional competencies are transversal in performance where opportunities for improvement to appreciate in elements such as: continuous learning and effectiveness in service compliance. Personal and interpersonal competencies, establish a more marked work opportunity in terms of dignity, excellence, diligence, honesty, justice, police vocation, fairness and coherence with personal skills and the set of elements such as: leadership, teamwork, and adaptability in interpersonal skills. In this way, the analysis of the police PP is achieved as a tool that fully identifies the perspective of the citizen experienced with the police service in a specific situation, and how this knowledge provides a clear route the next step to forge the approach of the police force to the citizen in the provision of a more conscious police service and focused on social needs in terms of security and citizen coexistence.

Consequently, the proposal makes it possible to improve the overpowering of human resources as a valuable factor of the National Police through the approximation to the PP to

continuously improve the competencies that influence institutional behavior and greater relevance to tasks in direct contact with the public. In this case, the citizen with a request for immediate attention in current scenarios of the country identified as: the streets, the CAI, emergencies, and complaints, thanks to the analysis of the context through the structuring of investigative instruments that can be implemented in several units, which will allow to discover and potentialize competences related to the police PP.

Police officers in their interaction with citizens face high-impact circumstances that generate job stress, vulnerability, and emotional exhaustion, which are evidenced in frustration, feelings of guilt, that later revert to resentment toward the community, in which they work. Likewise, there is pressure from senior managers in terms of demanding results, social contexts including salary remuneration, few opportunities for professional training, exposure to traumatic situations of violence, unpredictable work schedules, among others. These situations generate stressful, fluctuating behaviors and, of course, risk factors, and physical and social exhaustion.

With all these elements, it is necessary to build a psychosocial profile based on the psychological strength of the police officer against the contextual circumstances that he lives in his daily life. For this purpose, it is important to continue researching, updating and criticizing the literature that emerges on the problem addressed to perform a meta-analysis of the literature, exposing its strengths and weaknesses, in such a way that the PP of the PNC can continue to be re-conceptualized.

Based on the results obtained from the application of the survey, it can be inferred that the majority of people who give their opinion on the psychosocial profile of police officers are people who have basic living conditions to meet their daily maintenance responsibilities. In other words, they are a direct reference for the social group that police officers encounter daily in their work and, therefore, they are the ones who have a first-hand perception of the police profile. In this sense, based on the information provided by the sample, the PNC senior management has the task of building the psychosocial profile of the police officer to respond in a contextualized manner to the country's scenarios.

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