




CITIZEN SECURITY: IT'S PROVISION FROM LOCAL MANAGEMENT AS SOCIAL NEED OF SCIENCE

SEGURIDAD CIUDADANA: SU PROVISIÓN DESDE LA GESTIÓN LOCAL COMO UNA NECESIDAD SOCIAL DE LA CIENCIA

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Abstract

The article addresses current trends in the provision of citizen security based on public management and its realization at the local level in the current Cuban context as a way to materialize the model of economic and social development. The analysis of the consulted bibliography allowed us to verify that the subject is currently associated with human development, and as a trend this function has been decentralized to the local level in search of greater efficiency in its exercise. In this sense, a set of recurring variables was identified in studies on citizen security at the local level, based on which diagnostic instruments were designed that were applied to a sample of directors and public officials of the Guantanamo territory.

Keywords: security, security citizen, local management, public administration, economic and social development

Resumen

El artículo aborda las tendencias actuales en la provisión de la seguridad ciudadana a partir de la gestión pública y su concreción a nivel local en el contexto cubano actual como vía para la materialización del modelo de desarrollo económico y social. El análisis de la bibliografía consultada permitió constatar que el tema se asocia en la actualidad al desarrollo humano, y como tendencia esta función ha sido descentralizada hacia el nivel local en búsqueda de una mayor eficacia en su ejercicio. En este sentido se identificó un conjunto de variables recurrentes en los estudios sobre seguridad ciudadana a nivel local, con base a las que se diseñó instrumentos de diagnóstico que fueron aplicados a una muestra de directivos y funcionarios públicos del territorio guantanamero.

Palabras clave: seguridad, seguridad ciudadana, gestión local, administración pública, desarrollo económico y social

Introduction

At present, product of the historical development and of the productive forces, (process that takes place from the emergence and subsequent development of society, given by the increasingly growing needs of man) distinguished among other features, by the accelerated development of science and technology and its impact,^{1,2} direct and almost immediate in the life of man and in all spheres of society. While living with the globalization process, there are many uncertainties, challenges and new problems that in the political, economic, sociocultural, environmental, technological order proliferate worldwide. These include: the degradation of the environment, the aging of the population, the depletion of natural resources, the increase in crime and administrative corruption, the increase in tensions and hostilities between states, the emergence of new diseases, the intensity of hydro-meteorological phenomena and natural disasters, among other events that constantly threaten peace and security in societies.

Given this situation, it is necessary to strengthen the social function of citizen security, understood as "the change in the concept of security from being based exclusively on national security, to a much greater emphasis on people's security; and from security through arms to security based on human development".³ This is a complex task and constitutes a fundamental function of the State and governments and implies a much greater emphasis on the people and the conditions that guarantee their security, greater attention to life and human dignity, that is, to human development.

In Cuba, citizen security is facilitated by a legal framework, as included in article 46 of the Constitution of the Republic, when referring to the right of all people to security, implying the possibility of each citizen to develop their life without risks or threats to its integrity, its performance, or the environment of its activity.⁴ Likewise, in the Conceptualization of the Cuban Economic and Social Model of Socialist Development - where the human being is the main objective and protagonist subject - although the defense and national security are essential objectives to which the Party, the State and the Government give maximum attention, promoting as one of the principles of the referred model "the moral and legal recognition of the equality of rights and duties of citizens and of the guarantees to make them effective with equity, inclusion, social justice, political participation...among them are the right to work, to food security, to health, education, citizen security, rest, recreation, culture, sports, the security and social

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assistance system, a healthy environment and social communication, including truthful information, transparent and timely.⁵

The assurance of said guarantee is also evidenced, among other legal norms, with Law No.151 "Criminal Code", which has as objectives: to protect society, people and the political, economic and social order established in the Constitution ; safeguard the forms of property, assets and rights recognized in the constitutional norm and other laws; and contribute to forming in all citizens the awareness of respect for socialist legality, of the adequate exercise of their rights and the fulfillment of their duties, of order and discipline, as well as of the correct observance of the norms of social coexistence.⁶

This conception of security not only deserves the integration of a multiplicity of environments: political, social, economic, environmental and community⁷; but of the government management that is carried out at the different levels (national, provincial and municipal)² to promote security policies with a citizen focus. In this sense, in the programmatic documents that guide Cuban economic and social development,⁸⁻¹⁰ in order to achieve a prosperous and sustainable socialism.

In addition to recognizing the categories that are part of citizen security as the fundamental rights that are specified in social policy, the increase in the capacity of local government structures and public administrations is promoted to design and execute effective public policies, that respond to social demands and therefore have an impact on citizen security; all of which demands greater effectiveness of the government,^{2,11} and of local public management.¹² The scope of government is also understood as the designation of the purposes and programs of public authorities^{13,14} and the set of bodies responsible for the concrete state activity related to the execution and administration of state policies.

The above has been corroborated from the study of a set of investigations on citizen security carried out in various social contexts and scenarios, which, although they confer importance and relevance to the subject, have focused from the methodological point of view on addressing the theoretical foundations for its treatment (definitions, evolution, theories, dimensions, factors, legal framework, etc.) and in their minority to make practical proposals for its operationalization (observatories, security strategies and plans, etc.).

As limitations, the marked emphasis on crime and public order and the failure to sufficiently consider the local dimension in its provision have been identified, reducing its comprehensiveness. Consequently, with this reality, it agrees with what has been indicated in the investigations carried out by authors in the international arena¹⁵⁻¹⁸; Although the concern for the security of citizens finds its genesis since the Neolithic period, currently the insufficiencies in the provision of citizen security constitute a complex social problem.

In this new framework, citizens are subject to law, security is situated in a new humanistic perspective of the State's security policy, at least from its constitutional postulates, since from here on the State will be responsible for guaranteeing those individual rights. that will grant the individual, in general, some protection and security against governmental power.¹⁷ Thus, the state of insecurity that citizens experience when they perceive that their rights are violated, their needs unsatisfied, or their integrity or integrity threatened in some way. the conditions in which they coexist (due to ineffective decisions, natural phenomena and others), can generate an unfavorable social climate that manifests the

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ungovernability of the political system and that could even lead to a matter of Defense and National Security.⁷

This corroborates the importance and need for the management of government bodies and public administration from the local level, with the participation of other actors in society, essentially citizens, and that achieves real relevance in the preventive identification^{2,11} of those circumstances that generate insecurity in the territory, so that it enables it to design policies, strategies and specify effective actions for citizen security and therefore the quality of life of the people.

However, when delving into the causes that condition the problems that arise in the practice of providing citizen security from local management, it is verified that this is caused by both subjective issues (lack of knowledge, ethics, vocation of public servants, insufficient preparation of the population, etc.) and by objective factors. Among the limiting factors are the lack of theoretical methodological proposals that, in the specific conditions of the current Cuban context, contribute to perfecting local public management for greater citizen security; an issue that due to its complexity demands the conceptual system of the social sciences (sociology, psychology, education, social communication, law, among others).

The objective of the article is to base the current trends in the provision of citizen security from public management, and its concretion at the local level in the current Cuban context as a way to materialize the intended human development model. For this, a procedure is proposed that contributes to improve the provision from local management as a social necessity of science and increase the effectiveness of citizen security management at the local level.

Materials and methods

The methodological approach and the research methods used to investigate the topic were of the theoretical and empirical level relevant to said approach, among them, theoretical level methods (Analysis-Synthesis, Logical History, Induction-Deduction, documentary review), as well as empirical methods (Surveys, Interview and Direct Observation). In the first instance, the bibliographic documentary review allowed to establish a referential theoretical framework

The research has a qualitative approach with an exploratory scope, given that the local management of citizen security has been a phenomenon little studied in the Cuban context, and there are no local precedents. For the collection of information, the application of a questionnaire built based on the most frequent variables found was carried out.

For the design of this instrument, the most frequent variables found by these authors in the studies were taken as the basis, it was designed with mixed questions and was used in order to facilitate the understanding of the current situation of local management. In addition, interviews were conducted, with the purpose of delving into some elements of interest on the subject.

For the application of the instrument, a non-probabilistic and intentional sample of 20 managers belonging to the municipal administration council of Guantánamo, representative of the Guantánamo, Caimanera and Baracoa municipalities, as well as members of the National Revolutionary Police (PNR) and others, was selected in a non-probabilistic manner. bodies of the Ministry of the Interior (Minint).

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75.5% of them are male and 35.5% are female. Of them, 10 belong to the category of cadre, 5 leaders, 5 officials, 27.3% hold positions that belong to the strategic apex, 54.5% to the middle line and 18.2% to the operational level. 100% of the sample have a university academic level, 6 of them have achieved the academic title of master. The average time working in their responsibilities is 11 years.

For the application of the questionnaire to the study participants, the objective and characteristics of the instrument were explained to them, their doubts were clarified and their informed consent was obtained. The interview was carried out with the leaders who have a direct participation in the process, which allowed delving into some elements and in turn revealed other elements of interest not contained in the questionnaire.

Finally, in the investigation a Procedure for the management of citizen security was proposed, with its stages and steps to follow.

Results and Discussion

Referential theoretical framework of citizen security

Citizen security as an expression of a vital need of the human being, is one of the central concerns of society and science; Hence, as a trend it has become a recurring theme within the government agenda of most countries, whose priority transcends continents given the incidence it has on the quality of life of citizens. Thus, the provision of security is an essential requirement for human development.¹⁹

In this regard, it is important to address some definitions regarding the concept of citizen security, investigated by various authors from the social sciences, some of whom have understood it as that state or socio-institutional condition that objectively and subjectively can be qualified as optimal for the free exercise individual and collective rights²⁰; depends on the set of social and cultural, legal, institutional and political conditions, which, among others, enable the proper and normal functioning of public institutions and State agencies, as well as peaceful coexistence and the development of the community and the person. Emphasis is also placed on this category as an activity and function of the State.²¹ In short, the term refers to two levels of reality: first, it refers to a fundamental condition for the development of every person and society, since it implies certainty and absence of risk, threat or damage that endangers collective security. In that sense, the term has a normative meaning and evaluates an ideal situation. Second, it refers to specific State actions aimed at eliminating security threats or protecting the population from those threats.

From this perspective, from the analysis of multiple definitions of this construct, the following can be identified as characteristics that characterize it: it is an action carried out by the State, it is integrated; it implies the participation and collaboration of other actors (citizens and institutions of public interest). and it is aimed at creating conditions to preserve the integrity of citizens and individual and State assets. These features make it possible to establish a distinction of this concept with other categories as with which it is often associated indistinctly and erroneously in some Spanish-speaking countries, especially in Spain and some territories colonized by it, such as the terms public order, internal order and public security. In its traditional definition, public security refers to the maintenance of peace and public order that is achieved through criminal control mechanisms and actions for the prevention and repression of

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certain crimes and administrative offenses that violate it, particularly through the systems of procurement and administration of justice.²²

In relation to this, it should be specified in a tight synthesis, that according to the evolution experienced, the concept of citizen security can be associated with a redefinition of public security with a comprehensive approach (including punitive and preventive) that goes beyond the vision traditional, of considering it as a simple application of criminal law equating it with police effectiveness; broadening its spectrum based on the principles of freedom, social justice, citizen participation and equality⁷ and expressing in a more comprehensive way the needs of the population and the responsibilities of the State in terms of the conditions to sustain adequate development.

In this sense, given that citizen security depends on a set of social and cultural, legal, institutional, political conditions, etc., this concept expresses the value of the philosophical principle of universal concatenation, which becomes a reflection of the material unity of the world as a more general regularity of reality resulting from the interaction of objects, phenomena, processes and the internal structural unit of all the elements, properties and links that condition its very existence.

The innumerable risks generated by the scientific, theoretical, cultural and social development of the contemporary world, reveals the provision of citizen security as a reality and a necessity. Although it constitutes a fundamental activity and function of the State, it is achieved through effective management, with a comprehensive and effective approach to public security, it can avoid scenarios of widespread public insecurity.⁷

Citizen security is a complex multidimensional process that integrates a large number of variables such as the existence of public services, education, health, and the security agencies themselves, and it is also a determining factor for the development of any territory; The local development process should make it possible for the generation of services and infrastructure that improve the quality of life of citizens,²³ for which it implies guaranteeing collective well-being or satisfaction of fundamental human needs, such as the feeling of having an environment where he can develop calmly and display all his potential in it.²⁰

In the opinion of the authors of this article, it is necessary to develop studies that deal with the provision of citizen security from a local perspective; that contribute to creating a body of valid knowledge to scientifically understand the problem and make concrete proposals that make better local management possible to provide higher levels of citizen security.

Despite being a matter of singular importance, the security policies implemented in the Latin American region, in general, have lacked scientific support that infuses the different moments of their formulation and implementation cycle and a systematic monitoring and evaluation that allows measure its reach and effectiveness. At the same time, the academy has operated on these issues without adequate consideration of the social relevance, nor of the political implications of its research on crime and violence.

Specifically, the Public Administration in Cuba as a result of the updating of the Cuban Economic Model of socialist development, assumes a new management paradigm, configured by the social or citizen dimension, social effectiveness, participation and social transformation, supported by humanist

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approaches, extroverted, qualitative, participatory, innovative and strategic in conducting the processes of this field of action of the State.¹³

In this framework, the provision of citizen security is closely related to the design and timely implementation of effective public policies aimed at meeting basic needs. Hence, "the purpose is to generate, on the part of the State, the mechanisms so that the population has access... to the suitable means to cover their minimum-security requirements".²⁴ This implies a governmental state administration called upon to relocate the citizen as their objective and the provision of better living conditions as its most urgent task, through a competent institutionality to act and intervene in the different dimensions of the problem.

The provision of citizen security requires effective and modern public management, accompanied by reforms of the modes and procedures of the institutions that provide it; whose modernization agenda should not be exempt from policies conducive to mitigating the risks, threats and damages that cause insecurity in the citizenry, being necessary to develop work capacities at an intersectoral and interinstitutional level for its adequate implementation.

Taking into consideration that as a trend, the current paradigms of State management emphasize the need to decentralize its functions towards the territorial and local level,⁴ with a line of thought that defends that local spaces are the appropriate scenario to promote diverse initiatives of conflict resolution and social problems, involving the different actors that pay taxes to the community, reinforces the need to provide citizen security from local management.

"Municipal management implies the basis of legal action in our continental environments defined by administrative law,²⁵ as that part of public law that determines the organization and behavior of the administration, disciplining its legal relations with the administered.²⁶ For this, it requires generating governance mechanisms that make it possible to identify these distinctive characteristics and propose channels for planning processes at the territorial level.^{27,28}

In Cuba, it is considered that municipalities have to play a relational role, through strategic alliances, with the social and economic agents of their territory to favor their development and increase the quality of life of citizens.^{12,29,30} This relationship capacity favors the creation of networks between the municipal administration and institutions and between companies and individuals. Regardless of this, the gap that separates daily practice from theoretical discourse is still notable, which is evidenced in the results obtained through the methods used in the research.

Analysis and processing of the survey on citizen security

All the participants in the study of the municipality of Guantánamo report having knowledge of some process related to the local management of citizen security, although this is carried out empirically, since its implementation is not regulated by local bodies. Coincidences were also detected regarding the existence of uneasiness among the Guantanamo citizens due to the increase in crime, the economic situation adjusted to the changes that have currently been applied from the implementation of the ordering task, the rise in prices and the shortage of deficit products for citizens.

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The main reasons that have disadvantaged the process of local management in terms of citizen security, according to the criteria of those surveyed, are the limitations of resources and the improvement in the quality of services, according to 73% and 71%. % of respondents respectively. It is valued that, as part of the management of citizen security, the local body must take care of achieving the quality of the services provided to citizens, 91% of those surveyed, followed by the criteria of qualified personnel with a 82% and experience with 64%.

The 35% have a good opinion about the processes developed in local bodies, while 65% give a regular evaluation. Among the most repeated dissatisfactions among the participants are those related to:

- Ineffective articulation between the formulation of national or territorial public policies and their implementation at the local level.
- Absence of an articulated development strategy.
- Deficiencies in the design and reformulation of public policies at the local level.
- Lack of a long-term vision.
- Superficiality in assessing the social impact of certain decisions that are made.
- Insufficient command of the contexts (sociocultural, economic, environmental and others) at the territorial and local level.
- Difficulty in creating consensus and levels of cooperation among local actors.
- Insufficient exploitation of available Information and Communication Technologies.
- Poor articulation with other non-state forms of management.
- Deficiencies in social communication.
- Insufficient social participation and popular control.
- Absence of a comprehensive conception of citizen security.

With the information collected, it was verified that all the participants have knowledge about how to achieve better management to materialize better citizen security at the local level; however, they address the need for this activity as such to be evaluated periodically in the local administration councils, which is not done today, and there must be an official who monitors it as a coordinator among the other organizations, institutions, and political factors. In that same question, they referred to the need for there to be a well-founded procedure so that all the participants master what to do in terms of their level of management to achieve satisfaction in terms of citizen security, in the same way it was evidenced in a general sense, a greater effectiveness in confronting crime, which in the current context generates restlessness in the local population.

The above elements, together with the insufficient knowledge on the subject expressed by some of the participants in the study, demonstrate the need for training, advisory and dissemination actions that contribute to increasing knowledge on the subject. In this sense, local governments can make better use of the advantages offered by these spaces in order to achieve greater effectiveness of their management before a citizenry that expects the solution of the economic, social and criminal problems that are part of their restlessness. before the changes that today are implanted in our society.

The results provided by the participants of this research reflect the existence of insufficiencies in the local management processes due to deficiencies related to the interpretation and implementation of the governing documents of our society, for which actions must be drawn up in the local administration

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bodies. aimed at improving the life of the citizen from the neighborhood, in the circumscription, in the popular council and in the municipality, a process where there must be a high level of citizen participation.

The exposed elements show that, although the provision of citizen security is one of the fundamental functions of the local State bodies responsible for guaranteeing the conditions that favor the best development of individuals, it is necessary to improve local management to provide higher levels of citizen security. Achieving its improvement would imply a change structural supported by an anticipatory, preventive approach^{2,11} and with a strict adherence to human rights,⁴ for which it is not only necessary to carry out educational actions that promote a more comprehensive conception of the concept by local authorities; but rather the adoption of a new public management model that promotes, through cooperative work between the different government actors, the local public administration, state companies and institutions, other non-state forms of management and the citizenry itself, the provision of levels of citizen security that positively impact the development of the town and therefore its inhabitants.

Being in its essence a work philosophy that implies collaborative work between all these entities, the provision of citizen security from the local level cannot be the result of empirical, spontaneous, isolated and occasional activity, but rather one of the bases for a development strategy centered on the subject, meditated, instrumented and executed as part of public management.

This merit the development of programs for coordinated work; define the actors, their functions and the limits of responsibilities; establish comprehensive evaluation and control procedures and systems; improve local management instruments and promote citizen participation in the identification, execution and control of both those factors that put citizen security at risk, threaten or lacerate, as well as concrete actions to guarantee it.

It is also propitious to mention what the First Secretary of the Central Committee of the Communist Party of Cuba and President of the Republic, Miguel Díaz-Canel Bermúdez the Government, expressed in the conclusions of the National Assembly of People's Power on December 14, 2022, "the forces capable of facing and overcoming each challenge: the Government, more challenged than all to innovate and create; the organs of People's Power in the municipalities and provinces, summoned to take the definitive leap over their current limitations; the legislators, key in pushing everything we approve and agree upon; political and mass organizations, to complete the circle of forces with the highest citizen participation."³¹

Likewise, the authors of the article consider that such a line of thought demands to be accompanied, in the practical order, by a new regulatory framework that supports and legitimizes it, tempered to the current Cuban scenario, specifically to the practice of local public management, despite that steps have already been scaled in relation to this as a result of the updating of the Constitution of the Republic⁴ and in general of the social economic model.^{2,5,8,9,10} As established in the Constitution of the Republic of Cuba: "the municipality is the local society, organized by law, which constitutes the primary and fundamental political-administrative unit of the national organization with autonomy and its own legal personality to achieve the satisfaction of local needs."⁴

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Proposal of the procedure for the management of citizen security

Stage I. Previous preparation.

Objective: Achieve the basic conditions necessary for the implementation of the procedure, verifying compliance with the established premises.

Step 1: Formation of the Citizen Security Group.

Description: Form the citizen security group in the Popular Council, chaired by the President of the Council and made up of District Delegates, representatives of mass and political organizations and the most important institutions in the area. This group is integrated into the Municipal Administration Council (CAM), which will have the function of guiding the municipal government in matters related to the quality of life in the Popular Council, the behavior of criminal activity and others of a preventive nature in order to make decisions regarding the execution of sustainable socioeconomic community programs and projects aimed at guaranteeing citizen tranquility.

Step 2: Sensitization and training.

Description: Workshops, talks and meetings will be scheduled to raise awareness among the members of the Group, with the aim of making the different actors aware of the need to apply this tool that facilitates the efficient management of the quality of life in the People's Council. From this process, the needs to train the members of the group, as well as other actors involved, will be identified.

Step 3: Evaluation of compliance with the premises.

Description: A premise is a requirement of essential fulfillment. The application of the procedure requires compliance with those premises that allow the creation of favorable conditions for the development of the proposed procedure. If any of the premises is not guaranteed, the pertinent actions must be taken to achieve compliance. The members of the CAM group participate in the assessment of compliance with these premises. It is recommended among the main premises the systematic participation of the members of the formed group, the raising of the public problems of the population, that the municipality has its Municipal Development Strategy, among others.

Stage II. Diagnosis of the local management of citizen security (quality of life and confrontation with criminal activity).

Objective: Characterize the basic situation and potential of the CAM and the Popular Council to be managed as an integrated system.

Step 4. Characterization of the CAM and Popular Council.

Description: Describe the CAM and Popular Council under study, through popular consultations, and documentary analysis.

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Step 5: Defining the dimensions.

Description: Identify the dimensions of citizen security in its maximum expression related to the quality of life and the confrontation of criminal activity in the Popular Council through the factorial analysis of principal components that allows obtaining the list of dimensions validated for the place.

Step 6: Determination of the importance weights and their hierarchy.

Description: Obtain the weight of importance for each dimension from the agreed opinion of a group of experts and their hierarchical order, also considering the consultation with the population.

Step 7: Selection of indicators for each dimension.

Description: Identify the fundamental indicators by quality of life dimension using confirmatory factor analysis to obtain a list of these for each dimension.

Step 8: Calculation of the citizen security management Group index.

Description: Calculate the Local Management Index of citizen (public) security with emphasis on quality of life and confrontation with criminal activity through the use of software that allows identifying which are the dimensions that favorably or unfavorably affect a given context, and based on this direct future programs and projects to be executed.

Stage III. Design and implementation of the Action Plan of the Popular Council.

Objective: Propose an action plan based on the results obtained in the analysis of the calculated indicators and the Group index obtained in Step 8.

Step 9: Elaboration of the proposal of planning actions.

Description: This step depends on the correct identification and weighting of the quality of life dimensions (Step 6). Well, the planned actions will be focused on that same order of priority and impact, with the person responsible and the date of compliance.

Step 10: Implementation of the Action Plan.

Description: Each of the actors responsible for this action plan will undertake the corresponding tasks, which are poured into community socio-economic programs and projects.

Step 11: Socialization of the results.

Description: It is vitally important to socialize the actions carried out. It is important in this step to articulate all the media and to disseminate the impacts generated in each of the dimensions of the local management of citizen security, with emphasis on quality of life, confrontation with criminal activity and the estimation of the Group index. In this step it is necessary to gradually introduce participatory

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mechanisms: accountability, consultation of information and disclosure at the desired level of the People's Councils. The management of the municipal PNR and the CAM, the media and other actors involved in the process participate in this step.

It is worth noting that in Cuba the mission of the PNR is characterized by maintaining public order, citizen tranquility and road safety through the prevention and confrontation of criminal activities and the execution of state control functions, in harmonious and articulated interaction with state and government bodies, political, social and mass organizations and the people in general.³²

Step 12: Feedback.

Description: Based on the result of the evaluation report, the process will be fed back, identifying and correcting those aspects that warrant it, incorporating actions based on the results and effects evaluated and projecting the evaluation in a later estimated time that allows evaluating the efficiency and effectiveness of the management of citizen security with an emphasis on quality of life and confrontation with criminal activity in the People's Council. Dimensions and indicators can be redefined if necessary, to incorporate actions into the projects based on the results and effects evaluated. The prepared report is presented by the coordinator of the citizen security group program and to the CAM on a semi-annual basis.

As a summary, the proposed procedure allows an adequate process of identification of dimensions and indicators of the local management of citizen security with emphasis on the quality of life and confrontation with criminal activity in the municipality and in the Popular Council, as well as the determination of an Index of the local management of citizen security and the proposal of an action plan based on the results obtained, will allow enriching the analysis and contribute to the effectiveness in decision-making.

Conclusions

Security is a manifest social need from the very emergence of man as a social being, which, although at that time there were few and simple situations that threatened their very existence and caused them uneasiness, the dissimilar risks, threats and damages generated after the levels of development reached in modern societies have made security one of the State's priorities since its inception.

In the evolution of this topic, different concepts and approaches have emerged; However, at present, citizen security expresses a broader perspective that implies not only being protected against crime, it also supposes the possibility of living in a constitutional State of Law and participating in the benefits of development in terms of health, education, housing, work, leisure and all areas of social welfare.

Due to its implication in human development and society, the subject has been investigated by various authors in different social contexts who, although they make interesting proposals for its guarantee in practice, have not found to date a theoretical contribution that models how it has to provide citizen security in the practice of public management.

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The conception of the procedure allows methodological guidance to the Municipal Administration Councils and Popular Councils on how to carry out the process of local management of citizen security with emphasis on quality of life and confrontation with criminal activity, and at the same time favors decision-making on planning actions to be included in it and guarantee a more effective citizen peace of mind.

In Cuba, given the role that the territories and municipalities play in the materialization of the economic and social development model, it is an imperative need for science to establish, based on the contribution of the different disciplinary areas, how it must be provided in the current context from the management local increasing levels of citizen security.

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Conflict of interests

The author declares no conflict of interest

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