ORIGINAL

Strengthening Governance in Caquetá: The Role of Web-based Transparency Mechanisms for Public Information

Fortaleciendo la gobernanza en Caquetá: el papel de los mecanismos de transparencia basados en la web para la información pública

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ABSTRACT

Objective: the objective of this study is to evaluate the website of the Caquetá Governorate as a mechanism for transparency and access to public information during the period from 2020 to 2021.
Method: this study is framed within a mixed exploratory approach with an inductive method. Data collection techniques include a checklist, a Likert scale questionnaire applied to 30 observers of the Caquetá Governorate, and an interview with a professional expert in the field.
Results: the study's results indicate that the Caquetá Governorate's website complies with regulations regarding transparency mechanisms and access to information. However, there are outdated data and documents that make it difficult for people who access the site to find what they are looking for.
Discussion: the study's findings reveal a low use of the website, which directly affects citizens' active participation in the public arena and their ability to exercise control functions.
Conclusion: it is necessary to implement website dissemination strategies that promote citizen participation and digital democracy as a means of transformation.

Keywords: Public Data; Digital Democracy; Regulations; Website.

RESUMEN

Objetivo: es evaluar la página web de la Gobernación del departamento del Caquetá como mecanismo para la transparencia y acceso a la información pública durante el periodo correspondiente a los años 2020 a 2021.
Método: este estudio se enmarca en un enfoque mixto de tipo exploratorio con un método inductivo. Las técnicas de recolección de datos utilizadas incluyen una lista de chequeo, un cuestionario tipo escala de Likert aplicado a 30 veedores de la Gobernación del Caquetá, y una entrevista realizada a un profesional experto en el tema.
Resultados: los resultados del estudio indican que el sitio web de la Gobernación de Caquetá cumple con la normativa en cuanto a los mecanismos de transparencia y acceso a la información. No obstante, existen datos y documentos desactualizados que dificultan que las personas que acceden al sitio encuentren lo que buscan.
Discusión: los hallazgos del estudio revelan un escaso uso del sitio web, lo que afecta de manera directa la participación activa de los ciudadanos en el escenario público, y su capacidad para ejercer funciones de control.
Conclusión: se hace necesario implementar estrategias de divulgación del sitio web que permitan impulsar la participación ciudadana y promover la democracia digital como medio de transformación.

Palabras clave: Datos Públicos; Democracia Digital; Normatividad; Sitio Web.

INTRODUCTION

There is a common denominator in the history of Latin America called corruption, which is particularly rooted in the political and administrative systems that affect the efficiency of government and its credibility, so that access to information becomes a tool that allows people to build reasonable opinions, argued with foundation and therefore, can give a truthful opinion, promoting public debate, some degree of control and generally participation in the democratic system.[1,2] This tool must be transversalized by transparency, which, beyond allowing access to information within a public policy, must facilitate the massive use of information as a way to monitor the actions and processes carried out in the public administration and therefore prevent corrupt executions and management.[3]

Based on the above, and bearing in mind that the current social dynamics are changing and open to other ways of accessing public information, virtual media have gained prominence, making it possible to share knowledge and discuss local experiences that are useful in broader contexts,[4] In addition to allowing immediate and universal access to information, this, in the field of public administration, saves costs and enables the enhancement of good public information management.[5] In this scenario, the use of the Internet and digital platforms has a high impact, which are often not used as regularly as expected and therefore do not generate the desired impact.

In this regard, the results obtained in the National Survey on Access to Public Information and Protection of Personal Data (ENAID) conducted in 2016 in Mexico, show that the population accessing digital platforms is relatively low: 14 out of every 100 citizens of legal age in urban populations of 100 000 or more inhabitants, consulted information on any government website, that is, 6,5 million Mexicans are interested in obtaining public information, of which, only 5,4 million reported having found information.[6]

This finding allows us to recognize that the familiarity and usefulness that the use of virtual platforms to obtain public information may represent for citizens still needs to be validated with more precision.

In the national context, the Colombian Government through the Ministry of Information and Communication Technologies (MINTIC) has determined guidelines to strengthen citizen participation, with the implementation of strategies such as *online government*, implemented through Decree 1151 of 2008, which aims to achieve a boost in social inclusion and competitiveness of the country, through the appropriation and proper use of Information and Communication Technologies. This strategy seeks to contribute to improve the efficiency and transparency of local, regional and national governments, through the gradual construction of an electronic government, as well as to promote the performance of governments as a model user and driver of the use of ICTs.[5,7]

Similarly, with the creation and implementation of the Law on Transparency and Access to Public Information (Law 1712 of 2014), which defines the way in which citizens can know the information, prevent their rights from being violated and monitor public management, technological tools such as web pages were made available, through which content spaces related to Transparency are created, The implementation of formats for the filing of PQRSD, satisfaction surveys and one-stop service windows, which demonstrate the Colombian State's interest in promoting a culture of access to information and citizen participation, demonstrating that through technological resources it is possible to democratize information.[8,9]

For its part, the body in charge of verifying and executing methodologies as designated by Law 1712 of 2014 is the Attorney General's Office, while the Public Ministry has the duty and commitment to "strengthen participation and social control, so it contributes from its competencies to ensure compliance with constitutional and legal standards, created so that citizens can access public information without obstacles."[10]

In the local context, the Governor's Office of Caquetá has been granted a series of administrative obligations within the framework of the right of individuals to access public information, in order to promote participation and control of its actions, to that extent from the Transparency Secretariat of the Presidency of the Republic, In this sense, the Transparency Secretariat of the Presidency of the Republic, in conjunction with the Administrative Department of the Civil Service and the National Planning Department DNP, has decided to develop the component called "Mechanisms for Transparency and Access to Information", integrated as the fifth unit in the *Anti-Corruption and Citizen Service Plan*, which seeks the implementation of instruments that materialize the access to public information. In view of the above, it is pertinent to ask the question: How has the mechanism for transparency and access to public information, website, been implemented in the Governor's Office of the Department of Caquetá in the period 2020 to 2021?

METHODS

The present study is framed within the Mixed approach which, according to Hernández et al.[11] seeks to recognize and combine the strengths of both qualitative and quantitative research to achieve a greater understanding of the study phenomenon; for this reason it relies on the numerical measurement characteristic of quantitative research, but at the same time it is flexible in making descriptions and observations of the subjects and human collectives in explicit contexts, a characteristic of qualitative studies.[12] In coherence, this

study resorts to qualitative and quantitative techniques that allow a more articulated approach to the subject of study, specifically in relation to the implementation of the mechanisms of transparency and access to public information of the Governor's Office of Caquetá, from how they are perceived by the users, that is to say, the common citizens.

Consequently, the method used in the study is inductive, which, from the individual study of the facts, seeks to formulate universal conclusions that are proposed as laws, principles or foundations of a theory,[13] that is to say, from the results obtained, new knowledge is generated that allows or serves as a reference to think about how to improve or strengthen this transparency mechanism, not only in the Governorate of Caquetá, but in all those that make up the Colombian territory.

For its part, the type of research is exploratory, which allows "increasing the degree of familiarity with relatively unknown phenomena, this kind of studies are common especially in situations where there is little information";[11] in this case, because in the department of Caquetá there are no previous studies on the mechanisms for Transparency and Access to Public Information. In this way, through this exploratory study, the ground is "prepared" for further, more elaborate research.[11]

Finally, regarding the processing of the information, in the case of the checklist, a count and synthesis of the aspects that comply and do not comply according to resolution 3564 of 2015 (Law 1712 of 2014) was performed, likewise the respective description and presentation of these is made through a table containing four aspects, criteria, elements or sub-criteria, compliance and the description of the finding. In the case of the information obtained through the Likert scale questionnaire, a tabulation of the information was made using the Excel program, in which the data were downloaded and included in a table containing the form and relevant data are plotted and presented in detail. As for the interview, the information is reduced through open coding, organizing it by grouped propositions, named as inductive categories, coded and pointing out the recurrences of each one of them. Finally, the results are discussed, where the information obtained, the existing theory and the vision of the researchers are triangulated.

The matrix of categories developed in the study is presented below.

Table 1. Category matrix					
Specific objectives	**Category**	**Subcategory**	**Guiding question**	**Technique**	**Source**
Identify the conditions of compliance of the website provided for the disclosure of public information in the Governor's Office of the Department of Caquetá.	Conditions of compliance/ website	-Mechanisms for contacting the regulated entity -Information of interest -Organizational structure and human talent -Normativity -Budget -Planning -Control -Contracting -Procedures and services -Public information management tools	What are the conditions of compliance website arranged for the disclosure of public information in the Governor's Office of the Department of Caquetá?	Checklist	Caquetá Government Website Resolution 3564 of 2015 (Law 1712 of 2014).
To know the perception that citizens have of the website.	Citizen perception /website	Level of satisfaction Importance of the website	What is the citizens' perception of the Caquetá Government's website?	Likert scale survey	Citizen Overseers of the City of Florence
Propose actions to improve the website of the Governor's Office of the Department of Caquetá.	Improvement actions/website	Sociocultural Administrative	What actions can be implemented to improve the website of the Governor's Office of Caquetá?	Interview	Expert

Participants

The present study has as its context the Governor's Office of Caquetá; the universe is made up of both rural and urban overseers in the city of Florencia in the department of Caquetá. The sample, defined by López[14] as "the subset or part of the universe or population in which the research will be carried out", is 30 citizen observers, who were selected according to the following criteria: men and women of legal age, active in community service and willing to participate in the study. It is worth mentioning that a professional expert in the topic of mechanisms for transparency and access to public information is used to support the verification of the information obtained for objectives one and three.

Instruments

The techniques used for data collection in the present study are the checklist, the Likert scale questionnaire and the interview.

The *checklist* technique is defined by Oliva[15] as: a methodological tool consisting of a series of items that evaluate in detail a series of theoretical or practical elements. They are methodological and mnemotechnical devices, which reduce complexity to check only the important elements, thereby reducing errors of omission.

In this way, the checklist is an instrument that allows to illustrate with quality a sequence of actions, which makes it a tool with a high possibility of use,[16] especially in research scenarios. The checklist serves to "verify the degree of compliance with certain rules or activities established for a specific purpose" (p. 2), i.e. it is a technique that allows a quick verification of the criteria established according to the study or activity to be performed.

For the case of the research, the checklist based on the publication standards of Resolution 3564 of 2015 (Law 1712 of 2014) is used, from which ten criteria are evaluated to take into account the evaluation of the electronic media available for the disclosure of public information.

The first one, *Mechanisms for contacting the obligated entity,* breaks down four sub-criteria, which are: Mechanisms for citizen service, Physical location, branches, hours and days of service to the public, Email for judicial notifications, Website information security policies and personal data protection. It is worth mentioning that the sub-criterion Mechanisms for citizen service contains five elements: A. Physical spaces, B. Mobile phones, landlines, toll free lines (with indicative), C. Institutional e-mail for receiving requests for information, D. Physical or postal mail and E. Link to the form for requests, petitions, petitions and personal data protection. Link to the form for requests, petitions, complaints, claims and denunciations.[17]

The second, *Information of interest,* includes nine criteria: Publication of open data; Studies, research or other publications; Announcements; Frequently asked questions and answers; Glossary; News; Calendar of activities; Information for children and adolescents; and General information. The third criterion is called *Organizational Structure and Human Talent and is* divided into eight sub-criteria: Mission and Vision; Functions and Duties; Processes and Procedures; Organizational Chart; Directory of information on public servants, employees and contractors; Directory of entities; Directory of associations, associations and other interest groups; and Job offers.[18]

The fourth criterion refers to *Regulations* and checks the item Laws, decrees, resolutions. The fifth criterion in the checklist is the *Budget*, which is broken down into the General Budget, the Historical and Annual Budget Execution and the Financial Statements. The sixth element is entitled *Planning,* and is divided into six criteria, Policies, guidelines and manuals, which is subdivided into: A. Institutional policies and guidelines, B. Manuals, C. Institutional plans, D. Accountability plan, E. Citizen service plan, F. Anti-procedure plan and G. Anti-corruption and citizen service plan; Public expenditure plan; Programs and projects in execution; Objective goals, management and/or performance indicators; Participation in the formulation of policies and the Empalme reports.[16]

Criterion seven is called *Control* and is divided into: Management, evaluation and audit reports, this evaluates, A. Report to the Council, B. Fiscal accountability report, C. Accountability report to citizens, D. Reports to inspection, surveillance and control agencies; Internal control reports; Improvement plans; Control entities that monitor and supervision mechanisms; Judicial defense which includes, A. Number of lawsuits, B. Status, C. Claim or amount of the lawsuit and D. Risk of loss.[16]

The eighth criterion is *Contracting* and evaluates four aspects: Publication of contractual information; Publication of contract execution; Publication of procedures, guidelines and policies on procurement and purchases; and Publication of annual procurement plan. The ninth criterion is *Procedures and services and the* tenth criterion is called Public information management instruments and contemplates nine aspects: Register of information assets; Index of classified and reserved information; Publication scheme; Document management program; Document retention tables; Register of publications; Reproduction costs; Mechanism for submitting requests, petitions, complaints, claims and denunciations; Report of petitions, complaints, claims, denunciations and requests for information, the latter considers four aspects, A. Number of requests received, B. Number of requests transferred, C. Response time and D. Number of requests denied.[19]

Regarding the *questionnaire*, Matas[20] considers that this technique allows carrying out a structured process of information collection through the answering of a series of items, structured with five response alternatives.

For their part, Hernández et al.[11] consider that the questionnaire is "the most widely used instrument to collect data", and although it is more widely used in quantitative paradigm research, its usefulness in qualitative research, particularly in the design of the structured and semi-structured interview format, is neither excluded nor unknown. In coherence, for the present study, a questionnaire composed of ten items is structured, through which several phrases that express an opinion or degree of agreement or disagreement about the perception that citizens have of the electronic media (website) of the Governor's Office of the Department of Caquetá, available for the dissemination of public information, are exposed.

Finally, the *interview* technique is used, as defined by Guerrero[21] as a technique in which the interviewer requests, through questions, information from the interviewee about the problem or topic he/she needs to know, for which the existence of at least two people and the possibility of verbal interaction are required. In the case of this study, an interview is conducted with a professional expert in transparency mechanisms for access to public information, who from his experience in the management of ICTs and as a public official, allows to deepen the topic and perform triangulation of the information obtained in the results that respond to objectives one and two.

RESULTS
Compliance conditions for electronic media (website)
    Table 1 below describes the findings obtained from the application of the checklist.

Table 2. Checklist: Electronic Media Compliance Conditions			
Standard/ Criteria	Elements/subcriteria	Compliance	Description of the finding
Mechanisms for contacting the obligor	Mechanisms for citizen service	Complies	The Governor's Office of Caquetá has five mechanisms to serve citizens: physical spaces, cell phones, landlines, toll-free lines, institutional e-mail, physical or postal mail and link to the PQRS form.
	Physical Spaces	Complies	The On-Line Government Office is located on the 5th floor of the Governor's Office.
	Cell phones, landlines, toll free lines (with callsign)	Complies	There is a switchboard telephone number: (60+8) 4366860 and a toll-free hotline: 018000931008.
	Institutional e-mail for receiving requests for information	Complies	Account with institutional mail: contactenos@caqueta.gov.co
	Physical or postal mail	Not Compliant	At present the Governor's Office of Caquetá does not have a physical or postal post office.
	Link to the form for requests, petitions, complaints, claims and denunciations.	Complies	The link to make requests, petitions, complaints, claims and denunciations is: https:// sedeelectronicacaqueta.gov.co/formularios/ updInfo/165012500029364/
	Physical location, branches, opening hours and days of operation	Complies	Address: Calle 15 Carrera 13 Esquina, Barrio El Centro Hours of operation: Monday to Thursday from 7:00 a.m. to 12:00 a.m. and from 2:00 p.m. to 6:00 p.m. Friday from 7:00 a.m. to 12:00 a.m. and from 2:00 p.m. to 5:00 p.m.
	E-mail for judicial notifications	Complies	Mail judicial notifications: ofi_juridica@caqueta.gov.co
	Web Site Information Security and Personal Data Protection Policies	Complies	The Government of Caquetá has a visible and easily accessible website (caqueta.gov.co) with information security policies and personal data protection in the *citizen services* tab.
Information of interest	Open data publishing	Complies	The website of the Governor's Office of Caquetá has a Normativity tab, from which the Infórmate tab is displayed, and from this the open data tab, which contains information related to statistical data, agriculture, health, education, among others.
	Studies, research or other publications	Complies	The studies, research and other publications available on the website of the Governor's Office of Caquetá are led by Planning, Agriculture and Culture.
	Announcements	Complies	When searching for the calls for applications, you will find that they are published with updated dates.
	Frequently as- ked questions and answers	Complies	The last response that was observed on the website of the Governor's Office of Caquetá is dated January 20, 2020.
	Glossary	Complies	It is noted that there are words in the glossary with concepts of personal, private and public data and their respective definitions.
	News	Complies	The news is what is most dynamic, since it is the platform to publicize the progress of public management and compliance with the development plan and other activities carried out by the entity.
	Calendar of activities	Complies	As the dates of commemoration or celebration approach, the entity issues invitations, but does not have an established schedule of events per year.

Organizational structure and human talent	Information for children and adolescents	Complies	The website has a tab with information on important content for children and adolescents.
	General information	Complies	The website of the Governor's Office of Caquetá has all the contents and topics of general information.
	Mission and Vision	Complies	The website of the Governor's Office of Caquetá has a tab where the citizen can easily find the mission and vision.
	Functions and duties	Complies	The website of the Governor's Office of Caquetá has a tab where citizens can easily find the functions and duties.
	Processes and procedures	Complies	The website of the Governor's Office of Caquetá has a tab where citizens can easily find the processes and procedures.
	Organization chart	Complies	The website of the Governor's Office of Caquetá has a tab where citizens can easily find the organization chart.
	Directory of information on public servants, employees and contractors	Complies	The directory is yet to be updated since personnel have been rotated and belong to other offices. In the contractors link there is information that they no longer work in the Governor's Office of Caquetá.
	Directory of entities	Complies	The website of the Governor's Office of Caquetá has a tab where citizens can easily find the directory of entities.
	Directory of associations, associations and other interest groups	Complies	Although the website of the Governor's Office of Caquetá has a tab where citizens can easily find a directory of associations, associations and other interest groups, it has not been strengthened, especially in the area of interest groups.
	Job offers	Complies	The website of the Governor's Office of Caquetá shows recent job offers.
Regulations	Laws, decrees, resolutions	Complies	The administrative acts generated in the entity are not in real time.
Budget	Overall budget	Complies	Budget information is not updated
	Historical and annual budget execution	Complies	The budget appears on the *transparency and access to information* tab of the Web site, where it is subdivided into the general budget, financial statements, budget execution, budget modification, among others.
	Financial statements	Does not comply	The information is not published by the corresponding entity.
Planning	Policies, guidelines and manuals	Complies	The Web site contains information on contracting, control, planning and, in the latter, the reports on the appointment, participation in the formulation of policies, goals, objectives, management and/or performance indicators, programs and projects under execution, expenditure plan, among others.
	Institutional policies and guidelines	Complies	The website of the Governor's Office of Caquetá has a space to present the policies, guidelines and manuals.
	Manuals	Complies	The website of the Governor's Office of Caquetá has a space to present the policies, guidelines and manuals.
	Institutional Plans	Complies	The website of the Governor's Office of Caquetá has a space for presenting institutional plans.
	Accountability plan	Complies	The website of the Governor's Office of Caquetá has a space to present the accountability plan.
	Citizen service plan	Complies	The website of the Governor's Office of Caquetá has a space to present the citizen service plan.
	Anti-formality plan	Complies	The website of the Governor's Office of Caquetá has a space to present the anti-bureaucracy plan.
	Anticorruption and Citizen Service Plan	Complies	The website of the Governor's Office of Caquetá has a space to present the Anti-Corruption and Citizen Service Plan.
	Public spending plan	Complies	The website of the Governor's Office of Caquetá has a space to present the public expenditure plan.
	Programs and projects under implementation	Complies	The website of the Governor's Office of Caquetá has a space for presenting programs and projects under execution.

	Objective goals, management and/ or performance indicators	Complies	The objective goals, management and/or performance indicators are dated 2019.
	Participation in policy formulation	Complies	The space for the participation of the different communities is observed, complying with the requirements of the standard.
	Splicing reports	Does not comply	There are no published reports that show the state of the entity when a government hands over to a new legislature.
Control	**Management, evaluation and audit reports**	Partially complies	The last report that appears apparently is from January to March 2020 and was posted on the page on March 16, 2020, but more than a report it is a table in Excel, where the data of the number of claims is not clear, but apparently there are 421 in this report.
	Report to the Council	Does not comply	
	Fiscal Accountability Report	Partially complies	
	Accountability report to citizens	Partially complies	
	Reports to inspection, surveillance and control agencies	Partially complies	
	Internal control reports	Partially complies	
	Improvement plans	Partially complies	
	Oversight bodies and supervisory mechanisms	Partially complies	
	Legal defense	Partially complies	
	Number of claims	Partially complies	
	State in which it is located	Partially complies	
	Claim or amount of the claim	Partially complies	
	Risk of loss	Complies	
Contracting	**Publication of contractual information**	Partially complies	Although the publication exists, it is not entirely up to date.
	Publication of contract execution	Partially complies	It publishes the names of the contractor, object and contract number; but in the option to click to get more information, i.e. how is the current status of the execution, it sends to a page that is not available.
	Publication of procurement and purchasing procedures, guidelines and policies.	Partially complies	It is noted that the information is not updated, since the Procurement and Purchasing Plan must be submitted for each year and there is a deadline of January 31 of each year. Last apparently published on July 02, 2019, but when clicking on it, the document does not appear.
	Publication of annual procurement plan	Does not comply	It is noted that the information is not updated, since the Procurement and Purchasing Plan must be prepared and published for each year and there is a deadline of January 31 of each year, i.e. it is not published for the current period. Last published on January 29, 2021 (validity 2021). What is published on September 07, 2021, is the codification of goods and services UNSPSC Code that currently applies.
Procedures and services	**Procedures and services**	Complies	What is currently processed online is to know the liquidation of motor vehicle taxes, but the payment is made at the bank or ATM available at the Governor's Office.
Public information management tools	**Registration of information assets**	Complies	There are PDF files of "Unique Documentary Inventory Formats" by different secretaries or offices, but from previous years (some of them last reported in 2017). Last upload date reported in 2018.
	Index of classified and reserved information	Does not comply	It is known that there is a form called "Index of classified and reserved information", but no form has been uploaded by the Governor's Office to the website. A link opens and a yes/no question appears, followed by comments, apparently as a participation mechanism.

Publication scheme	Does not comply	It is not published in this link, which this scheme must be done through a format as contemplated by the General Archive of the Nation (AGN), which records the sequence or frequency of publication to be reported by the departments or areas (Secretariats and / or offices) that the Governor's Office has. Although there are some reports or information published in other links, which are mandatory.
Document management program	Complies	There is an updated document management plan in PDF format that corresponds to the term of office of the current president 2020-2023.
Document retention tables	Complies	There is a PDF document "Tablas de Retención Documental" (Documentary Retention Tables) for each Secretariat, Department, Office or Office, which were presented by the Government of Opportunities 2012-2015.
Publications registration	Does not comply	No document published.
Reproduction costs	Does not comply	No document published.
Mechanism for submitting requests, petitions, complaints, claims and denunciations.	Complies	There is a step-by-step procedure to enter a petition, complaint, claim, suggestion, denunciation, request for information, request for personal data and to schedule an appointment (if the citizen deems it necessary).
Report of requests, complaints, claims, complaints and information requests	Complies	The reports that are loaded on the page, are those that are sent to the internal control office, it can be seen that on December 17, 2019, the report corresponding to January to October 2019 was loaded; this and the previous reports show some of the characteristics described above, and the reports were issued by the Single Window. The number of requests received and assigned, resolved (on time), resolved (expired), unresolved (on time), unresolved (expired) and filed online as petitions and complaints are valued. Subsequently, the report corresponding to the period from January to June 2021 is appreciated and was issued by the ICT director; at this point it is denoted that they did not charge November and December 2019 and the entire year 2020 and 2021.
Number of applications received	Complies	
Number of applications transferred	Does not comply	
Response time	Complies	
Number of applications denied	Does not comply	

In the results obtained in the checklist it can be seen that the first standard or criterion called *Mechanisms of contact with the obligated subject* complies with the four elements or subcriteria attached to it, this means that the Governorate of Caquetá in its website, has provided the mechanisms required for citizen attention both in physical spaces, cell phones and landlines with toll free lines, institutional mail and the link to the PQRS form, which is very useful when it comes to complaints, petitions and complaints. Also on this website there is a space that makes clear what are the information security policies of the website and protection of personal data, so that the citizen feels the tranquility to make inquiries and procedures, because it is clear that their integrity will be safeguarded in this virtual scenario, because as is already known, these mechanisms for transparency facilitate social participation and are a valid tool to optimize time, space, resources, when making all kinds of inquiries, procedures, requests and others.

In the second criterion called *information of interest, it is* found that the nine sub-criteria comply with the provisions of the regulations, i.e., that the website incorporates a specific section for each of these sub-criteria. It is very important to clarify that this criterion seeks to provide people with real and true information on the topics of interest. In the case of the Governor's Office of Caquetá, there is wide dissemination of topics in the agricultural, education and culture sectors, which makes it easier for citizens to be updated on such current and relevant topics.

Remembering González et al.[9] it is about citizens having the opportunity to access any type of information or support issued by public entities.

The third sub-criterion called *organizational structure and human talent,* all eight sub-criteria comply with the requirements by having tabs that provide information about the vision, mission, duties, function, processes and procedures, the organizational chart, job offers and directories, which in the particular case requires to be updated that of the associations, associations and other interest groups, as part of an action to strengthen the processes carried out in the public administration and that strengthens the right of access to information, as expressed by Muñoz[17].

In the *normative* criterion, although laws, decrees and resolutions are included in the page, the information is not completely updated, which is why they require modernization, because these are the topics that could

have greater demand in the consultations made by citizens, since it is assumed that the website is an authorized space, which has updated information on regulations and legal aspects. It cannot be unknown that it is not a simple task, since with a certain frequency time some legal aspects are being modified, decrees are settled, agreements are substituted and replaced, however, it is a necessary exercise to perform, if it is taken into account that as they state it considers that transparency does not Troitiño et al.[22] and Gértrudix et al.[23] have had an impact on generating distrust of people towards public institutions, i.e., the credibility of this type of institutions is called into question.

As for the *budget* criterion, of the three sub-criteria considered, only one, financial statements, does not comply because the information is not published on the web site,[24] all procedures related to public power must be based on transparency, from which the real information of the organization or government can be obtained and even if the person who consults does not have the clarity or sufficient knowledge of it. This means that the Governor's Office of Caquetá is obliged to update all the documents that account for the financial statements, in order first, not to give rise to interpretations regarding the transparency of the mechanism provided for access to public information and second, to ensure that ordinary citizens have access to this fundamental right.

For its part, in the *planning* criterion, the website of the Caquetá government has a precise space to present policies, guidelines and manuals, institutional plans, accountability, citizen service, anti-bureaucracy, anti-corruption, public spending, as well as programs and projects under implementation, However, in the sub-criteria of the transition report, these are not published on the web site and this leaves a gap, since these reports show the state in which the entity is when a government hands over to a new legislature. As mentioned in previous paragraphs, regardless of who consults or why, these websites should include them, so as to ensure the generation of democratic processes that can be evaluated and with which corruption events can be prevented, as suggested by Moreno et al.[25]

Subsequently, there is the *control* criterion, which draws attention, because of the five sub-criteria only one, *judicial defense*, risk of loss, is met, the other sub-criteria have a partial compliance, specifically due to the lack of updated information since the last report reports up to March 20, 2020, which indicates that for the rest of the year and the following year, 2021, there is no information. In this sense, it is important to remember that the complete and detailed information in the documents allows demonstrating the processes, procedures and management that the representatives do to improve their actions and in this particular case, ensure that in the practices there is evidence of transparency in public communication, as stated by Medranda[1].

In the area of *contracting, there is* also partial compliance with the sub-criteria, especially with regard to outdated information, erroneous links that do not correspond, non-existent tabs (click on them and you do not have access to the link). In the case of the sub-criterion *publication of the annual procurement plan*, it is found that the information published does not correspond, a worrying situation, since the web pages provided for people to have access to the information, require providing accurate data and in accordance with what each tab indicates, not doing so could be seen as deception or disrespect to the principle of transparency, which according to Rivero-Torre implies "complete, truthful, symmetrical, equitable and timely" information.[26]

On the other hand, in the area of *Procedures and Services*, it is observed that the web page complies, since it presents in a visible manner, information from the particular need, for example, related to the liquidation of taxes on motor vehicles, so that citizens can make the payment on the corresponding dates. This finding is very important, to the extent that citizens need to have this type of information updated and being posted on the website, it speeds up the time to carry out the corresponding procedures, fulfilling the purpose of this mechanism of access to information, since, as mentioned by Cotino Hueso the law requires all public entities to actively disclose information on a regular, updated and dynamic basis, which means that in addition to posting documents on the website, the information is provided directly "from the corresponding administrative databases".[26]

Finally, in the criterion *Public Information Management Instruments,* the register of information assets, document management program, document retention tables, mechanisms for submitting requests, petitions, complaints, claims and denunciations and the report of petitions of the same, comply, the other sub-criteria, i.e., index of classified and reserved information, publication scheme, publication record, reproduction cost, do not comply, because there is no link available to provide this type of information, in some cases, a link appears that does not lead to the requested information or a document that does not correspond.

It is convenient to dwell on the sub-criterion *report of requests, complaints, claims, complaints and requests,* where it is noted that the reports that are loaded on the page, are those that are sent to the internal control office, it can be seen that on December 17, 2019, the report corresponding to January to October 2019 was loaded; in this and the previous reports some of the characteristics described above are evidenced, the reports were issued by the single window. The number of requests received and assigned, resolved (on time), resolved (expired), unresolved (on time), unresolved (expired) and filed online as petitions and complaints are evaluated. Subsequently, the report corresponding to the period from January to June 2021 that was issued by the ICT director is appreciated; at this point it is denoted that November and December 2019 and the entire

year 2020 and 2021 were not uploaded. This report denotes some of the characteristics, such as response time.

With these results and making an average of the compliance of the website in terms of transparency in access to public information, it is found that 92 % of what is established is carried out, in the missing 8 %, it is identified that non-compliance is due particularly to those spaces that are not updated, because they have documents that are outdated or because the links and tabs do not lead to the requested information, this is an important finding, to the extent that it allows understanding that transparency as a concept linked to democracy still needs to be implemented more rigorously, so as Terán[24] mentions it is necessary that society does not stop in its efforts to demand improvement in transparency at all levels. In this way, politicians and governments must give an answer that is relevant and contextual to the needs, but at the same time, that contributes to the regulations and above all, that sets an example in the daily practices they carry out. The challenge also affects the Administrations, since it implies that they must go beyond compliance with the law in order to gain people's trust and credibility.

Citizen perception

The following are the results obtained from the application of the Likert-type scale questionnaire used to respond to objective two. Initially, the sociodemographic data are presented, which allow us to know the participating population, followed by the questions that explore the perception of the citizens.

The results show that of the 30 respondents, the predominant age range is *over 54 years old,* with a total of 17 people, equivalent to 57 %. This is followed by the 45 to 54 age range with a total of 7 people, equivalent to 23 %. In third place is the range from 35 to 44 years of age with 5 people, equivalent to 17 %. This was followed by the 25 to 34 age range with 1 person, equivalent to 3 %. Lastly, the ranges, less than 18 years old and 18 to 24 years old with 0.

Of the 30 respondents, the predominant gender is male, with 18 people, equivalent to 60 %. In contrast, the female gender was predominant with 12 people, equivalent to 40 %.

The predominant level of schooling is primary school, with 47 %, equivalent to 14 people, followed by secondary school, with 20 %, which in turn, converted to quantity, yields 6 people. In third place is the professional level with 5 people, equivalent to 17 %. In fourth place is technologist and specialization, with an equal number of people, each with 2 people, or 7 % of each rank. In fifth place with 1 person is the technical level, equivalent to 3 %. Lastly, with 0, there is a master's degree, doctorate and no studies at all.

The preeminent occupation is self-employed with 20 people, equivalent to 67%. It is followed by employed with a weighted 20%, with 6 persons. In third place is the unemployed category with 4 persons, giving 13%. The final category is the student category with 0%.

In relation to the question "Do you know the website of the Caquetá Governor's Office, available for the disclosure of public information? Of the 30 respondents, the dominant response was in disagreement with 87 % of the total of 26 people, followed by the response in agreement with a total of 3 people, equivalent to 10%. In the third position is the option Totally agree with a total of 3 % (1 person). Finally, with 0 the options neither agree nor disagree and totally disagree, as shown in figure 1.
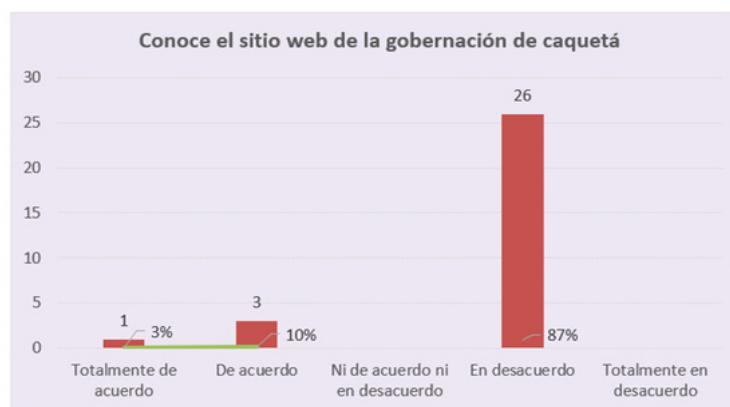

Figure 1. Recognition of the website of the Governor's Office of Caquetá

In the question "Do you use the website of the Governor's Office of Caquetá for information? Of the 30 respondents the dominant answer was in disagreement with 87 % of the total of 26 persons. This was followed by the response in agreement with a total of 4 people (13 %). Finally, with 0 the options totally agree, neither agree nor disagree and totally disagree.

Regarding the question "Is the quality of the information published on the web page of the Governor's Office of Caquetá useful? Of the 30 respondents, the dominant answer was disagreement with 87%, followed by

agreement with a total of 4 people, equivalent to 13%. Finally, with 0 the options totally agree, neither agree nor disagree and totally disagree, as shown in figure 2.
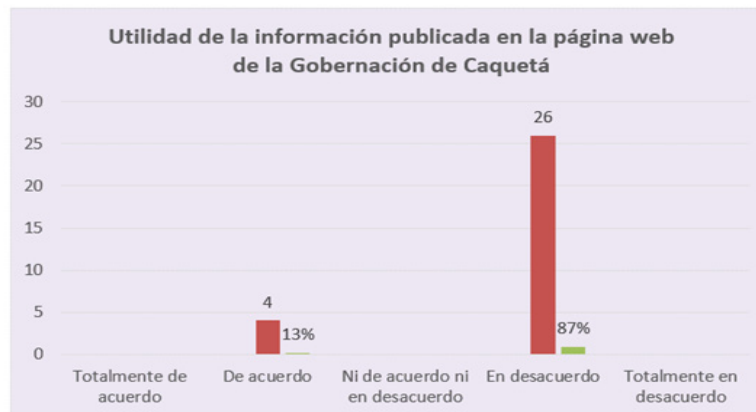

Figure 2. Usefulness of web page information

To the question "Is the content offered by the website of the Caquetá government understandable?", the dominant response of the 30 respondents was disagreement with 87 % of the total of 26 people, followed by agreement with a total of 3 people (10 %). In the third position is the option neither agree nor disagree with a total of 3 % (1 person). Finally, with 0 the options totally agree and totally disagree.

Regarding the question Does the website of the Caquetá government provide satisfactory answers to your questions and/or concerns? Of the 30 respondents, the dominant answer was 87 % disagreement with a total of 26 people, followed by the answer of agreement and neither agreement nor disagreement with an equal number of 2 people, equivalent to 7 % for each option.

Regarding the question "Was the experience of using real-time advice on the Caquetá Governor's Office website satisfactory? Of the 30 respondents the dominant answer was in disagreement with 87 % of the total of 26 people, followed by the answer of neither agree nor disagree with a total of 3 people, equivalent to 10%. In the third position is the option of agreeing with 3 %, with a total of 1 person. Finally, with 0 the options totally agree and totally disagree.

On the other hand, in the question Is it easy to navigate through the website of the Caquetá government? Of the 30 respondents, the dominant answer was disagreement with 87 %, followed by agreement with a total of 4 people, equivalent to 13 %. Finally, with 0 the options totally agree, neither agree nor disagree and totally disagree.

In relation to the question "Is the website of the Caquetá Governor's Office reliable? Of the 30 respondents the dominant answer was in disagreement with 87 % of the total of 26 people, followed by the answer of agreement with a number of 4 people, equivalent to 13 %.

In the question Do you find the presentation of the information on the website of the Governor's Office of Caquetá to be striking? Of the 30 respondents, the dominant answer was disagreement with 87 % of the total of 26 people, followed by agreement with a total of 4 people, equivalent to 13 %. Finally, with 0 the options totally agree, neither agree nor disagree and totally disagree.

Finally, to the question "Would you visit the Caquetá government website again and recommend it to others? Of the 30 respondents, the dominant response was in disagreement with a total of 87 %, followed by the response of agreement with a total of 4 people, equivalent to 13 %.

Improvement actions

The answers obtained in the interview with the expert are synthesized through the inductive categories shown in the table 3.

Table 3. Improvement actions according to expert / Inductive categories			
Ask	**Subcategory**	**Inductive categories**	**Code and No. of recurrences**
What should a website that seeks transparency and access to information for ordinary citizens contain?	Administrative	Contact mechanisms	MC (3)
		Information of interest	II (4)
		Children and adolescents	NNA (2)
		Organizational structure	EO (5)

Question	Category	Element	Code
		Regulations	N (2)
		Budget	P (2)
		Income-expenditure	IG (2)
		Planning	P (4)
		Action plans	PA (3)
		Community impact	IC (3)
		Control	C (2)
		Internal controls	IQ (2)
		Government contracting	CE (2)
		Integrated Public Procurement System	SICOP (2)
		On-line procedures	TL (4)
		Information management tools.	IGI (2)
		Clear, understandable routes	RCA (2)
		Suitable font and color options	OTLC (2)
		Links that lead to accurate information.	EDIC (2)
		Real-time help center.	CATR (2)
Does the website of the Governor's Office of Caquetá comply with the objective of transparency and access to information for the common citizen?	Administrative	There is a need to incorporate specific elements from the regulatory framework.	EPN (5)
		Welcomes the MinTIC template	PM (2)
Why do you think that this type of web sites are not consulted and/or known by ordinary citizens?	Sociocultural	Increased dissemination of the website.	MD (3)
	Administrative	Increased training in the use of the platform.	MCUP (4)
		Lack of massification in social networks	FMRS (5)
		Advertising mechanisms	MP (2)
How could the website of the Governor's Office of the Department of Caquetá be improved?	Sociocultural Administrative	Timely information	IO (4)
		Updated information	AI (4)
What strategies can be implemented to socialize the website of the Governor's Office of the Department of Caquetá with citizens?	Sociocultural Administrative	Face-to-face disclosure of the site	
		Citizen training	
		Mobile applications	AM (3)
		Online Disclosure	DL (1)
If you had the opportunity to propose an improvement plan to the Ministry of ICT regarding transparency mechanisms and access to public information to which ordinary citizens are entitled, what would you propose?	Sociocultural Administrative	Design and implementation of strategies to favor and strengthen the development and implementation of "On-Line Government".	DPER (2)
		Modernity in the processes of the entire strategy.	MPE (3)

As shown in table 3, the results show that a web page must contain at least the criteria set forth in the current regulations, in this case the regulations of the Ministry of ICT, which has a template for the sites of the territorial entities linked to the digital government strategy, this allows establishing that although the Caquetá government follows these guidelines, it needs to think about how to comply with all the established criteria.

Regarding the question that asks about the reasons why this website is not so consulted and visited, the answer tends to recognize that it is to have a greater dissemination of the website, more training in the use of the platform, massify its use and benefits through social networks and invest in advertising mechanisms to make it known to more people. On the other hand, the interviewee considers that in order to improve the website of the Caquetá government, it is necessary to have timely and updated information and to socialize it with the citizens, it is basically necessary to think of three aspects: in-person dissemination of the website, citizen training and incorporation of an application in mobile devices that allows that even in territories with difficult access, this mechanism of transparency of access to public information can be available.

As a last point, the expert interviewed considers that strategies must be designed and implemented to favor and strengthen the development and implementation of "OnLine Government", especially taking into account that processes are dynamic and technology is a resource that must be updated and contextualized to the needs of people and communities.

DISCUSSION

Once the results are presented, it can be said that the website used as a mechanism for transparency and access to public information by the Governor's Office of the Department of Caquetá, has most of the requirements that are provided in Resolution 3564 of 2015 (Law 1712 of 2014), which suggests that there is an important interest in the recognition of compliance with current regulations, through which equity is sought in the opportunity to access public information, as a fundamental right of all Colombian citizens, in line with the statements of Zambrano[27] who considers that transparency in access to information is inherent to a democratic system and is therefore a fundamental right.

Despite the above, there are shortcomings to fully carry out some of the components, for example, it was found that of the ten evaluated in the checklist and supported in Resolution 3564 of 2015, five partially comply, as is the case of *budget, planning, control, contracting* and *management tools of public information,* this means that, despite the efforts to comply with the mechanism of transparency and access to information as far as the website of the Governorate of Caquetá is concerned, To this end, the Governor's Office of Caquetá must update the documents that are out of date, complete or upload those that do not exist, verify that all the access links lead to the information and that the information they contain is the right one, since this depends to a great extent on people regaining confidence and credibility in public institutions; it is not enough just to think that the processes are done correctly, it is necessary that these pages are reviewing it frequently and find the possibility of improving the service by presenting all the information in a complete way, since it is about understanding transparency as a guiding principle of both the actions and the procedures, as Camacho[28] states "transparency becomes an ally of the regeneration of public life and the recovery of the prestige of institutions".

Taking into account the above approach, it is worrying to find that the perception that citizens have of the website of the Governor's Office of Caquetá is not the best, firstly, because of the 30 participants in the survey, only four say they know the website, a curious fact, considering that the online government strategy emerged from 2000 through Decree 1151 of 2008,[17] This suggests that the 13 % of the population that knows about the website is very low, raising concerns about the strategies used for its dissemination, because although it is true that the Government of Caquetá complies with the regulations, with the creation and implementation of the website as a transparency mechanism for access to public information, there is a significant weakness in how this mechanism has been socialized with the citizens, taking into account that it has a population of approximately 137 896 inhabitants.[29]

This means that it is not enough to comply with the regulations; it requires an effort that goes further, where the community is genuinely integrated, shown the benefits and advantages of this mechanism and trained in its use, because as it is well known, a large number of the Colombian adult population is resistant to the use of electronic media, so we must start working with them, from such important experiences as the websites created for this requirement, with the aim of promoting a "more consultative, participatory, collaborative and transparent" system.[30,31]

Among the strategies, it could be useful first, to use social networks with all their impact on disclosure, according to the expert interviewed in this study, "*one of the tools that today is the best there can be to reach more citizens are social networks, then it is a matter that the entities appropriate these social networks and organize a strategy*", He proposes, for example, an online program with the government at different times or platforms "*so that people through social networks have real-time interaction with many concerns about the entity*", generating an integration in social networks and therefore maximizing their use.

Secondly, implement the use of these platforms on mobile devices, taking into account that even in areas with low connectivity, most if not all people have mobile devices such as cell phones, not only to communicate, but also to be informed.[32] In the same way, it is not ruled out the possibility of making face-to-face dissemination, that is, both in the Governor's Office and in the headquarters of the municipal administration, in schools, schools, commerce, with the distribution of specific information, what the page contains, the benefits of using it and even how to access it.

In this aspect of training and dissemination of the website, decisive consideration must be given to fostering citizen inclusion in decision-making and its implementation, using electronic participation as a guideline, where clear guidelines are specified for the provision of information followed by consultation, feedback and the inclusion of citizens' opinions in active decision-making, which is a crucial aspect, This requires the National Government to diligently assume the responsibility of strengthening aspects such as telecommunications infrastructure, in order to increase the levels of internet users, mobile telephone and internet subscribers

and access to fixed broadband, with the understanding that the communities in general, whether urban or rural, have accessibility, so that citizen participation in public affairs can take place. It is clear that these mechanisms for transparency in access to information must be inclusive, attractive, contextual, relevant and with synchronous communication spaces, through which citizens feel that they are really taken into account, that their contributions in this environment facilitate and validate the construction of a genuinely democratic society based on transparency; it is then a matter of applying what Medranda et al.[1] mentioned, "transparency is consubstantial to the concept of democracy, since this implies the rule of law and citizen participation, not only to control power, but also to share it".

On the other hand, regarding the quality of the information published on the website, the participants feel satisfied, since they assure that the information consulted has been useful, has been of interest to them, has met their expectations or has given a timely response to a concern, this leaves a part of tranquility from the perspective of responsibility regarding the information presented, specifying that it is a duty to ensure that it is clear, truthful, impartial, safe, reliable, that is to say, of quality. In addition to this, the page must show its contents in an attractive and especially inclusive manner; it must be taken into account that these contents must be understandable and clear, in addition to having the characteristic that any citizen can access them. It is not a matter of hanging or uploading documents just to load the information page, but to creatively integrate those required and necessary, for example, with more interactive applications, colors, images, figures, eye-catching maps and, above all, easy to use.

All of this is based on the approach of Pina et al.[33] who consider that the mechanisms of transparency and access to information, bring citizens closer to the government and its political representatives, so that, through them, they respond more effectively to the needs and demands of citizens, which in many cases, due to the low level of education, it is complex for them to have a frequent approach, with this type of mechanisms. In order to improve, it is required that the questions or concerns of citizens are resolved in a timely manner, perhaps, the possibility of retaking the online advisor could be contemplated to have real-time responses to the various concerns that arise and thus provide a permanent accompaniment that conveys interest and real support to the applicant.

On the other hand, regarding the navigation, reliability and presentation of the page, the participants, when stating that they agree, imply that the degree of satisfaction is positive, that is to say that the website in this sense, meets the expectations of the visitors, as they perceive it as a reliable place to visit again and recommend it to other people. This result is very important in the measure of the citizen's acceptance of the website, as it somehow corroborates what was suggested by the Presidency of the Republic[34] regarding the generation of strategies aimed at improving the quality of information, from which the content, form and satisfaction of the information user's needs are a priority. For this reason, it is necessary and imperative to update data, information, documents and verify them, so as to ensure that the standards established in the regulations are met, in order to contribute to the construction of a more efficient, transparent, participatory and above all reliable State, in which citizen participation is promoted as a mechanism for transformation towards a digital democracy.[35]

CONCLUSIONS

In general, it is found that the conditions of compliance of the electronic media (website) available for the disclosure of public information of the Governor's Office of the Department of Caquetá have a significant degree of compliance with the regulations, mainly related to contact mechanisms, information of interest, organizational structure and human talent and regulations; However, in the areas of budget, planning, contracting, control and public information management instruments, there is partial compliance mainly due to outdated information, either by dates that do not correspond or by links that do not have access, which leaves in question the full compliance of the transparency mechanism, which refers to the possibility for the citizen to have free, clear and accurate access to public information. This means that the Governor's Office of Caquetá does not comply satisfactorily so that citizens can exercise social control in a reliable manner, since the structure and information does not help to promote and encourage citizens to participate and take interest in public affairs, since most of the information, as already mentioned, is not up to date.

Regarding the perception of citizens regarding the website of the Governor's Office, the generalized lack of knowledge of this mechanism is of concern; only a minimal part of the observers who participated in the study have had access to it. The main reason attributed to this finding has to do with the difficult access to connectivity, in addition to the fact that the entities themselves do not provide spaces to educate citizens and society in general to take part in public affairs, leading to further deepen corruption spaces in the processes carried out by the different public administrations, It is understood that an entity is not born every time there is a new change of government, but that public management processes prevail, which in some cases should be given continuity and others should be carried out in parallel, according to the new regulations that may arise. Therefore, it is necessary for the government to generate new training strategies in the use of this medium,

where children and senior citizens can get involved and be motivated by the passion to participate dynamically in all the scenarios managed by the administrations; but also improve the structure of the web pages, as a possibility to make genuinely real the access to public information, understood as a right linked to democracy, which allows to improve the legitimate exercise of power and the activity of the citizenship.

Finally, it is considered essential to implement improvement actions aimed at generating spaces for the dissemination of this transparency mechanism for access to public information, from inclusion, in the sense of providing the opportunity for all citizens to know and use this important tool, which provides many benefits in time, distances, resources, besides being a mechanism for citizen participation in the control of compliance with the rule and the prevention of corruption in public administrations. Therefore, an internal control system is required from all and for all, that works correctly and that is oriented to the fulfillment of the organizational objectives, in order to avoid risks in its environment, but without losing sight of one of the fundamental reasons why this type of web pages have been created, to be instruments of social control to the actions of the public administrations that are regulated from the political constitution. Finally, it is worth mentioning that the results of this study should become an opportunity to improve the information, contents and presentation of the website of the Governor's Office of Caquetá, allowing citizens to exercise their right of oversight and control as part of the democratic society that identifies the country.

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