

Perception of effectiveness in granting protection measures to women victims of violence, Cartavio, 2019-2023

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KEYWORDS	ABSTRACT
perception, violence, gender violence, domestic violence, legal procedure	<p>Violence against women is a difficult problem to address that violates their human rights. Law No. 30364 establishes a special process to issue protection measures, precautionary mechanisms aimed at providing an immediate, effective and quality response that puts an end to the violence experienced by women. In light of this, the general objective has been to determine the perception of women victims of violence in the Cartavio Population Center, between 2019 and 2023, in relation to the effectiveness of the protection measures granted. The type of research was basic, qualitative approach, phenomenological design and descriptive scope. High values in frequency and density were obtained in ATLAS.ti software, indicating a significant concern about the lack of immediate attention when going to the Police Station to file a complaint and obtain protection measures, generating distrust in the justice system in general among the interviewees. They also show insecurity regarding the support provided by the protection measures, coupled with the failure to provide a certificate that supports them, perceived as institutional indifference. It is concluded that the interviewees share a perception of ineffectiveness in the face of the meager institutional willingness to provide a comprehensive approach to the situation they are going through.</p>

Introduction

It is estimated that in Peru, from January to December 2023, nationwide, 320,867 complaints of violence against women and members of the family group were attended to, where 274,341, that is, 85.5%, correspond to acts of violence that have women as direct victims, observing an increase of 7.9 in percentage terms compared to what was recorded during the course of 2022 (Ministry of Women and Vulnerable Populations [MIMP], 2024); Similar results are shown by the estimates presented by the Demographic and Family Health Survey (ENDES) of 2023, which show that 55.2% of Peruvian women have ever suffered violence from their partner, whether physical, psychological, sexual or economic, with the highest percentages being recorded in Apurímac (44.3%), Tumbes (64.9%) and Madre de Dios (64.7%), with La Libertad ranking twelfth with 60.3%, which shows that there is a high number of women from La Libertad who have suffered violence (National Institute of Statistics and Informatics [INEI], 2023).

Law No. 30364, Law to prevent, punish and eradicate violence against women and members of the family group, systematized in a Single Ordered Text approved by Supreme Decree No. 004-2020-MIMP, recognizes that women and members of the family group have the right to a life free of violence, being exempt from all forms of discrimination, stigmatization and stereotypical behavior

standards and social and cultural practices that are based on criteria of inferiority and subordination (Manzano, 2016) , its main objective being to provide a timely, effective and quality response to all women and members of the family group who are victims of violence, which entails stopping any act of violence exercised against them and preventing it from happening again, considering that the aggression could occur with greater intensity if there is, in between, a formal complaint against the aggressor (Bosch and Ferrer, 2019).

This objective of access to justice for women and members of the family group who are victims of violence seeks to be satisfied, within the framework of the precautionary principle, with the issuance of protective measures, for which only the indication of the existence of violence is sufficient, that is, it is not necessary to demand proof of its certainty, since said measures are arranged as a result of a special procedure of a provisional, urgent and temporary nature, without getting involved in the substance of the matter and seeking to prevent new acts of violence that seriously affect the life project or represent a detriment to the physical and emotional integrity of the complainant (Martínez, 2020) , which imperatively requires granting technical, theoretical and normative mechanisms to magistrates and other jurisdictional personnel, who have, as a consequence of their position, an inherent obligation to guarantee the safety of those who are victims of violence, work that they carry out from the issuance and subsequent monitoring of the protection measures (Rodríguez and Alarcón, 2022).

Measures must affect the conduct of the aggressor and serve to interrupt the cycle of violence, that is, the tangible execution of the decision made by the court must be possible and not only its notification, since only in this way can the effective cessation of violence be ensured. The issuance of a protective measure that refers to the cessation of violence is unacceptable, as it is not enforceable and does not affect the conduct of the aggressor (Infante, 2019). Therefore, it is an imperative condition that the protective measures, in order to fulfill their purpose, are invested with sufficient effectiveness to generate the immediate abstention of any act of violence, of any kind, by the aggressor (Alvarado et al., 2023); However, factors such as the delay in their issuance, the delay in their execution and the issuance of basic or common protection measures that do nothing more than minimize the acts of violence suffered, by not taking into consideration the particular situation of the aggrieved party and their true need for safeguarding and protection, generate deep disappointment and feelings of insecurity, discontent and dissatisfaction in the victim and, with it, a perception of ineffectiveness in the implementation of these *sui generis mechanisms* , by not finding in these judicial measures an ideal way to prevent, eradicate and punish the violence that they have been suffering, which, at the same time, leads to a loss of confidence in all operators of the justice system (Flores et al., 2022).

In this context, this research aims to determine: *What is the perception of effectiveness in the granting of protection measures by women victims of violence in the Cartavio Population Center between 2019 and 2023?*

This research, in terms of its general objective, aims to determine the perception of effectiveness that women who have been victims of violence in the Cartavio Population Center between 2019 and 2023 have in relation to the granting of protection measures . Likewise, the following specific objectives were raised in this research: a) To specify what is the perception of effectiveness in relation to the speed of processing of the special process that aims to grant protection measures; b) To specify what is the perception of effectiveness in relation to the immediate execution of the protection measures that have been granted to them; c) To specify what is the perception of effectiveness in relation to the feeling of credibility and trust provided by the protection measures granted; d) To specify what is the perception of effectiveness in relation to the differentiated approach and the warm and quality attention of the operators of the justice system from the filing

of the complaint to the granting of protection measures ; and e) Specify the perception of effectiveness in relation to the infrastructure that enables them to receive differentiated treatment. Regarding the subject matter of research, there are a multitude of studies that address the issue related to family violence. At an international level, we have Arévalo and Gorjón (Mexico, 2023), who analyze the relationship between the protection measures that have been dictated in the face of acts of violence against women and restorative justice, examining their complementarity and, accordingly, formulating strategies that allow for mutual strengthening that benefits women victims of violence. It concludes that there is a need to promote the search for multidisciplinary solutions that allow for repairing the damage suffered by the victim, but, above all, that prioritize the prevention of violence in its different manifestations, which, in the long term, leads to a society that lives under a culture of peace.

Castillo and Ruiz (Ecuador, 2021) who seek to examine the effectiveness of protection measures in matters of domestic violence, the effects generated by their inadequate application and the absence of timely follow-up by the authorities of the justice system. It is concluded that the State, through its institutions, is the guarantor of the security and integrity of the family and must be responsible for providing protection, since family violence is a variable that increases daily, through multiple manifestations, which requires an improvement in the timely action of justice operators.

Ramos (Colombia, 2021) analyses the effectiveness of the issuance of protective measures executed by the Family Police Stations. The research is quantitative, descriptive and field-based. It is concluded that the effectiveness of these measures is limited, since, in practice, this special prevention process is hindered by various factors, among which the absence of notification due to the absence of inter-institutional collaboration stands out, which makes it impossible to execute what the court has decided.

Gómez (Colombia, 2020) analyzes the effectiveness of legal instruments that incorporate protection instruments to safeguard women victims of violence in a domestic and family context. The regulations regarding these protection mechanisms are reviewed from a national to a regional perspective, delving into the exploration of statistical estimates. It is concluded that the protection measures do not have a solid effectiveness in extinguishing the aggressions, which persist despite these mechanisms that require immediate special intervention.

Vera (Ecuador, 2020) studies those scenarios related to topics such as the gender approach, gender violence and public policies through the social sciences approach. The documentary content analysis method was used and journals indexed in databases that deal with the subject of study from the perspective of social sciences were consulted. It is concluded that the implementation of public policies designed to eradicate gender violence through laws, regulations, plans and programs requires the joint work of those who are part of civil society, as well as government entities at all levels, so that these policies are implemented while maintaining fidelity to the reasons that promoted them.

At the national level, M. Espinoza (Peru, 2024) analyzes the effectiveness of the protection measures that have been ordered by the Family Court of Chiclayo, during the year 2023, seeking to safeguard women victims of domestic violence. The research is non-experimental, quantitative and correlational-causal, comprising a sample made up of forty-eight aggrieved parties for the application of the adapted questionnaire. It is concluded that, in practice, the specialized court is required to dictate protection measures in accordance with the context of violence in which the complainant lives, as well as the result of the risk assessment, if these are to have a true deterrent capacity.

Alarcón and Alza (Peru, 2023) seek to identify what protective measures have been put in place in response to the increase in the problem of domestic violence. The research is carried out through a

systematic review of 30 articles in Spanish produced from 2018 to 2023. It is concluded that, currently, the most suitable protective measures that have been put into practice in the face of domestic and gender violence were the creation of new specialized family courts and the immediate removal of the aggressor from the home he shares with the aggrieved party, which are protected by the TUO of Law No. 30364.

Castillo (Peru, 2023) proposes as a research purpose to identify the existence of the relationship between protection measures and violence against women, within the territorial scope that includes the Mixed Court of the province of El Dorado, in the San Martín region. The research was basic and not experimental, with a sample population of ninety-seven victims. The survey technique was used, with the questionnaire as an instrument. It is concluded that there is a need to provide greater rigor to those sanctions and protection measures that are dictated immediately after the commission of acts of violence, and that current regulations must be rigorously applied to achieve comprehensive reparation for victims.

Barja et al. (Peru, 2022) set out the objective of their study to compare violence against women in urban and rural areas of Peru, considering it a social problem that manifests itself in multiple ways according to the context in which women live. The research is observational, descriptive and cross-sectional, based on the statistical data obtained from the Demographic and Family Health Survey of 2019, analyzing the records of 21,518 women of reproductive age. It is concluded that violence against women is more prevalent in urban areas, compared to rural areas, with rates of psychological violence predominating in the former over rates of physical and sexual violence.

Alcántara (Peru, 2020) seeks to prove that the protection measures provided for the urgent containment of attacks committed against women are ineffective. The research is quantitative and descriptive. A questionnaire is applied in court and prosecutor's offices to collect information. It is concluded that it is necessary to increase the period of validity of the measures in question in order to achieve the permanent protection of the personal integrity of those who have been affected by acts of violence, thus guaranteeing the effectiveness of these instruments and that, in the future, there is no violation of the provisions of the TUO of Law No. 30364.

Córdova (Peru, 2020) seeks to understand what victims of domestic violence perceive regarding the effectiveness of the protection measures granted to safeguard them. The research is descriptive-correlational and transversal. An analysis was carried out of the complaints filed at the Puerto Pizarro police station during 2018 and a questionnaire was applied to the complainants. It is concluded that 63% of victims of violence consider the protection measures ineffective, a number that is corroborated by the percentage of victims (45%) who, after filing a complaint, were again victims of aggression.

At this point, it is recognized that the violence inflicted against women is a problem engendered by a patriarchal hierarchical structure that defines the way in which society must be regulated, which respond to the different beliefs and cultural environments that restrict women's freedom and threaten the full development of their capacities, since they are based on concepts and ideas related to the inferiority and obligation of subordination of women or what is considered feminine and the supremacy and power of men or what is considered masculine (Ombudsman's Office, 2020).

Thus, given the figures of violence against women, not only worldwide, but also in our country, the Peruvian State is required to implement truly valid and effective measures aimed at preventing and eradicating these acts, in compliance with the guiding principles of the TUO of Law No. 30364, in accordance with the Convention of Belém Do Pará and the Political Constitution of Peru, which prohibit any act that deprives women of legal and institutional protection against acts of violence (Pintado and Yanqui, 2022). Therefore, with reference to protection measures, these are of a special nature, the objective of which is to ensure the personal integrity of the person who files a complaint against acts of violence against them, so their processing is independent and faster compared to the

process that will determine the criminal responsibility of the accused, which will follow the course that the criminal procedural regulations provide for this purpose (Ministry of Women and Vulnerable Populations [MIMP], 2023), since the State apparatus has the obligation to carry out those actions it considers essential to protect the victims, so that they feel safe in giving their statement, without fear of reprisals, and trust that certain guarantees will be adopted that aim to preventively protect their personal integrity and, with it, their life, but that, at the same time, the development of proceedings in accordance with the particularities of the acts of aggression will be promoted, in order to impose, if applicable, the most appropriate sanctions (Blanco et al., 2024). Unlike other civil mechanisms incorporated into our legislation, which subsequently seek to become advance decisions with the aim of preventing further harm to the procedural subjects, protective measures constitute a true guarantee of advance ruling and must be requested in the event of an act of violence. Therefore, although both resources bear a certain similarity due to their urgent nature, the biggest difference lies in the fact that protective measures seek to preserve the physical integrity and life of women affected by a harmful act and to prevent victims of violence from suffering new acts of violence against them, with possible fatal consequences, a purpose that is not always shared by the former (Hegel et al., 2022).

It is worth mentioning that the application of Law No. 30364, systematized in a TUO, is essential in cases of violence against women, being of great importance that all public servants involved ensure that in our country the issuance of the protection measures established by law is not viewed with discouragement, because they are only on paper and not executed in practice, since on repeated occasions, despite having been issued by the jurisdictional body, they are not compulsorily complied with and a perception is generated that the aggressor mocks what has been ordered by the court and repeats the perpetration of acts of aggression against his victim or, failing that, hides and evades the sanctions established in the protection measures, which in few cases are executed and, if executed, lack public assistance bodies that safeguard their correct compliance and grant effectiveness to the court orders (Bardales, 2022).

Likewise, it is necessary to emphasize that the simplicity of this special process should not be interpreted as a lack of formalism, since what is intended with Law No. 30364 is to generate a predisposition in the operators of the judicial system to facilitate all the procedures prescribed by the legislation until the effective compliance of the decision that grants the protection measures, without excessive formalities hindering the execution of the immediate provisions that seek to avoid a new affectation on the victim, considering, therefore, that the problem does not only encompass the failure to comply with the deadlines established for the issuance of protection measures, but also the shortage of logistics and the insufficiency of human resources to ensure their compliance in reality and, periodically, exercise surveillance to ensure that their observance is persevered (A. Espinoza, 2020).

Methodology

This research, according to its type, is basic, as it seeks to increase knowledge of the phenomenon being studied and, from there, obtain generalizations (Pontificia Universidad Católica del Perú [PUCP], 2022); likewise, it has a qualitative approach, justifying its use by providing the possibility of contrasting the data obtained and achieving a comprehensive understanding of the problem, since, by having a greater capacity to explain the problem, it reinforces the credibility of the results by understanding reality from the perspective of those who participate in the research (Hernández and Mendoza, 2018); of phenomenological design, since its purpose is to analyze the most complex aspects of human life, that is, that which is beyond the quantifiable, useful to explore the subjective experience of the participants and to understand in depth the individual experience and perception (Escudero and Cortez, 2018) and of descriptive scope, since it seeks to concretely support the

problem of study, in a given context, in order to develop the purpose of the research (Carhuanchó et al., 2019).

The population is made up of women victims of violence from the Cartavio Population Center who reported the acts of violence suffered at the PNP Cartavio Rural Police Station, who were granted protection measures between the years 2019 and 2023, which make up a total of 1,034 (one thousand thirty-four) complainants. It has been decided to apply a convenience sampling, considering the large number of aggrieved parties that make up the population to be evaluated, the sample making up a total of 125 (one hundred twenty-five) women, under inclusion criteria such as being of legal age, having reported to the PNP Cartavio Rural Police Station the acts of gender or family violence perpetrated against them and having been favored with the granting of protection measures due to said acts of aggression.

The interview technique was used, opting for a semi-structured interview guide to approach the interviewees through a careful delimitation of the questions, with a total of 18 (eighteen) questions. The information extracted from the participants' responses was processed using the ATLAS.ti qualitative processing software, in order to subsequently begin the phenomenological analysis that allows us to infer what is implied in the results. In this study, the criteria of reliability and anonymity of the participants in the research were respected, whose identities were coded and do not appear anywhere in the report, and they were asked to sign an informed consent document that accredits their voluntary collaboration.

Results and discussion

A frequency of 50 was obtained regarding a lack of immediacy in attention, which reflects a high number of responses that show inconveniences in the rapid attention of women victims of violence who go to the Police Station. This high frequency suggests that the perception of slowness in initial attention is a recurring problem, a fact that negatively impacts the general perception of the effectiveness of the institutions of the justice system. By registering such a high frequency, it is evident that the omission of immediate attention is a problem that requires priority attention because it affects a large group of interviewees, creating a barrier in their initial approach to the justice system and decreasing confidence in the process. The density has a value of 7.8, which is considered high compared to other areas of analysis, indicating that complaints about the lack of immediacy in initial attention are strongly interconnected with other factors of perceived effectiveness. This density value implies that the lack of promptness in the attention received at the Police Station is a central factor in the concerns of the interviewees, which increases their distrust, as it is a limitation for them to go to the police station in the future to request help, which negatively affects their overall perception of security. The high values of frequency and density together indicate that the lack of immediacy in the attention received at the Police Station is not an isolated problem, but a significant and recurring concern that affects the perception of the effectiveness of the justice system as a whole, a negative perception that can generate frustration among the complainants, who see this first experience as a sign of ineffectiveness and little institutional willingness to provide a solution to their risk situation.

Regarding the immediate cessation of the act of violence that motivated the filing of the complaint, a frequency of 38 was obtained, a value that indicates that a considerable number of women interviewed perceive that the protection measures granted by the Family Judge are not sufficiently effective in producing the extinction of the violence suffered. Although the frequency is moderate compared to other aspects, it still shows a substantial problem, since many interviewees consider that the judicial response is not suitable for providing effective and rapid protection. This moderate value suggests that, although there are some cases in which the measures were effective, there is a general perception that the justice system could improve the effectiveness of the measures

provided. The density has a value of 6.5, moderately high, which indicates that this problem has an important connection with the perception of security of the interviewees. The density suggests that the perception of lack of effectiveness in the protection measures affects not only the experience of the complainants in a particular case, but also their perception of security in the justice system in general. The moderately high frequency and density indicate that there is a perception that protection measures are not always effective in providing immediate protection, which undoubtedly directly affects the interviewees' trust in State institutions, since the immediate cessation of violence is the greatest expectation after suffering acts of violence. Therefore, if these measures do not produce the expected effect, the perception of vulnerability of the interviewees increases and uncertainties are generated in them about the capacity of those who make up the justice system to act quickly and effectively in cases of violence.

Regarding the delivery by police personnel of the certificate of registration of the protection measures granted to them, a frequency of 42 was obtained, which indicates that a moderate number of interviewees did not receive the formal certificate that supports the granting of the protection measures. This has a negative impact on the perception of the professionalism of public servants, as well as on the formality of the process, given that the non-delivery of the respective certificate causes the interviewees to perceive that the justice system does not grant adequate seriousness to the procedures, affecting their confidence in the institutional response. The density has a value of 6.1, which, although slightly lower than that obtained in other problems, is still significant and has a considerable effect on the perception of the interviewees, specifically with regard to the professionalism of public servants.

As regards the speed of the psychological assessment, a moderate frequency (17) indicates the relevance of this problem which, added to its high density (7.62), involves a close interrelation with the general perception of the effectiveness of the justice system, so that the delay in attention has a strong connection with a feeling of insecurity. Likewise, a low frequency (10) and a moderate density (5.25) were obtained with regard to the speed of attention received when attending the forensic medical examination, which reflects that, although delays for this assessment are less frequent, they are still a problem that affects the interviewees. As regards the communication within a maximum period of 48 hours of the decision issued by the Family Judge, a high frequency (44) indicates that this is the problem to which the greatest reference has been made; However, the low density (0.88) suggests that it is a specific issue, with less interrelation with the other obstacles and barriers expressed by the interviewees, which shows that it is a particular and concrete disagreement that, despite not having a direct influence on other negative perceptions, leads to a perception of distrust in judicial action.

Regarding the granting of protective measures specifically related to the act of violence, a moderate frequency (19) and a high density (7.96) indicates that the lack of specificity in the protective measures ordered by the courts is a relevant problem, given its significant interrelation with the perception of general distrust in the justice system, since the interviewees feel that the protective measures ordered by the judicial body are not sufficiently adapted to their specific needs, where the recurrence of these responses shows that the lack of specificity and clarity of what is ordered by the judiciary generates a significant impact on the levels of trust towards the justice system.

A low frequency (10) and moderate density (4.97) were obtained when examining whether the police personnel provided the complainants with an exclusive telephone number for the attention of victims with protection measures, which reveals that, although it is not a repetitive reproach, the lack of an exclusive telephone number for monitoring and surveillance actions of compliance with protection measures is connected to the feeling of insecurity in the interviewees.

The moderate frequency (19) and low density (3.04) obtained in relation to referral to the Women's Emergency Center - CEM, located in its facilities at the PNP Cartavio Rural Police Station, suggest

that its omission, although recurrent, has a differentiated impact, since due to the fact that the police personnel do not direct the complainants to benefit from the guidance and follow-up services of the special process in which they are immersed, a feeling of institutional abandonment is generated in them, which results in a perception of lack of direct support.

A moderate frequency (23) and low density (0.27) regarding the information received, in easy-to-understand words, on the development of the process in the face of acts of violence and the purpose of the protection measures, indicate that the lack of this is referred to less frequently and that, in the same way, it has less of a link with other problems; however, it is still an impediment to communication that disturbs the confidence that the interviewees have in the justice system.

Regarding informing the accused of the protection measures granted in favor of the injured party, a high frequency (29) and low density (2.39) indicate that notifying the accused of the provisions of the judicial body is one of the main concerns of the reporting women, which directly affects their perception of risk, but which, on the other hand, represents a special and distinctive disturbance that has less interrelation with the other problems mentioned by the interviewees.

The highest frequency (48) was obtained, with a moderate density (4.12), in relation to the lack of surveillance and monitoring actions, which indicates that this is a recurring problem and is significantly interconnected with the other situations presented, which is why it is noted that the lack of verification efforts for compliance with protection measures results in a significant impact on the perception of security of the interviewees. Now, both the lack of speed in judicial communication, as well as the omission of surveillance actions for compliance with protection measures, have the highest frequencies, which suggests that the lack of active surveillance to ensure compliance with protection measures is a significant and recurring concern for the interviewees. Consequently, these issues are linked to the perception of ineffectiveness in the institutional response, particularly in the follow-up and communication of protection actions, evidencing that these dimensions are negatively impacting the perception of credibility and effectiveness of the system.

Regarding prioritizing emergency medical care for victims of violence who go to the police station, a high frequency (44) and moderate density (4.50) indicate that all the interviewees agree that, when they went to the police station to file a complaint, the lack of concern for their personal integrity on the part of the officers prevailed, a situation that has become a common problem that negatively affects the perception of vulnerability that those who have been violated have of themselves. At this point, it is noted that both the consultation of medical needs, as well as the kind and respectful treatment, show high frequencies, which indicates that the way in which the staff interacts and communicates with the victims is a fundamental aspect in the perception of support and security, therefore, there is an emphasis on the importance of personal treatment and access to specialized services, since the high values in frequency reflect a negative perception towards the first attention and the lack of continuous support, suggesting that the direct relationship with the staff is critical in the experience of reporting.

Regarding kind and respectful treatment, a high frequency (42) and density (8.89) were obtained, making this problem the one that presents the greatest interrelation with the stated objective, which reveals that the kindness and warmth of treatment are essential for the aggrieved parties, from the moment they file their complaint, to have a perception of trust in the justice system.

A low frequency (16) and density (2.28) were obtained with regard to non-discriminatory treatment based on gender issues. These results indicate that, although discrimination based on gender occurs in practice, it is less recurrent and, therefore, its interrelation with the perception of the interviewees is less.

Regarding the existence of a safe and differentiated environment when going to the police station to file a complaint, a moderate frequency (29) and low density (2.41) were obtained, which

indicates that the lack of an environment where the complainant can feel safe, which does not allow her aggressor any contact with her, is a specific problem that is directly related to the feeling of insecurity, without being, in turn, closely interconnected with the other criticisms specified. On the other hand, the moderate frequency (29) and the intermediate density (4.16) suggest that a private environment is relevant, where not allowing the complainant to express herself freely maintains significant connections with the perception of discomfort. Consequently, a safe and private environment, both with frequencies of 29, indicate that these aspects are constant concerns during the complaint process, given that the lack of a safe and private environment is a frequent complaint, especially in situations where the interviewees may be exposed to the aggressor or other people during the complaint process; Likewise, physical infrastructure and privacy conditions are key aspects, as the interviewees perceive the lack of security and privacy as fundamental elements for their well-being and protection during the process, since the repetition of these complaints suggests that, in structural terms, the facilities are not adequately adapted to offer a safe environment. Regarding the visibility of information regarding the development of the violence process, a high frequency (34) and a very high density (9.91) were obtained, values that indicate that the lack of visible information about the procedures that assist victims of violence, as well as the contact numbers in case of emergency or poor police attention is the factor most interconnected with the feeling of confusion that significantly affects the perception of the interviewees. It is necessary to consider that the existence of visible information on the procedures has one of the highest frequencies (34) in the context of infrastructure and is the densest issue in this objective, which indicates that many interviewees find the development of the process for acts of violence confusing, from the complaint, due to the lack of clearly visible information on the care route and help contacts, which implies a critical need to improve the signage and accessibility of information in the facilities, in order not to affect the capacity of victims to exercise their rights.

Conclusions

- The findings show that the perception of ineffectiveness in protection measures is directly associated with the gap between women's expectations and the institutional response capacity. The lack of immediate attention and effective supervision of the measures creates an atmosphere of vulnerability that discourages women from turning to the justice system again in cases of violence.
- The lack of visible and tangible resources in the police environment, such as a private environment or the lack of clear information about the process, exacerbates the feeling of insecurity and distrust in the system. This suggests the need to optimize not only the speed of response, but also the infrastructure aspects that allow victims to feel protected at all stages of the judicial process.
- The perception of those interviewed indicates that the lack of formality in procedures such as the delivery of certificates of protection measures and adequate notification to those accused is seen as a sign of institutional indifference, which erodes confidence in the support that the justice system should provide. The importance of strengthening these elements to consolidate credibility in protection measures is highlighted.
- The integration of a more humanized and personalized approach to victim care, such as consultations about their immediate medical needs and respectful and warm treatment, could positively influence the perception of the system's effectiveness. The absence of these elements not only affects confidence in the protection provided, but also contributes to a feeling of indifferent and depersonalized treatment.

- The results suggest that the implementation of protection measures should focus on resolving both procedural aspects and addressing the subjective experience of victims. Strengthening the institutional response through continuous monitoring and supervision mechanisms could generate a change in the perception of ineffectiveness, providing a more solid basis for the expectations of safety and support of women in situations of violence.

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