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SOCIAL RESPONSIBILITY AS A STRATEGY FOR ARTICULATION BETWEEN JUSTICE AND SOCIETY

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ABSTRACT

The objective of this article was to analyze the social responsibility strategies of those used by the Judiciary to offer a good justice service. The research was of a basic and qualitative type, therefore, the methods used were observation, interview, focus group and content analysis, through which it was able to decode the meaning of the social responsibility practices of the administration of justice and the link between justice and society. The sources of information were made up of various types of documents: legal provisions, sentences, academic articles, journalistic files, etc. The Ancash Superior Court of Justice will be taken as a case study. Finally, reflections are presented on the experiences of social responsibility promoted by the Judiciary and its contribution to improve respect for its role as an agent of social development.

KEYWORDS

Social responsibility, justice, society.

Summary: I. Introduction. II. Method. III. Results and discussion. 1. Social responsibility strategies of the Peruvian Judiciary. 2. Social responsibility strategies implemented in person. 3. Social responsibility strategies implemented virtually. IV. Conclusions. Bibliography.

I. INTRODUCTION

The Administration of Justice is one of the most important institutions of a society. Currently, global processes such as the COVID-19 pandemic have impacted at the regional, national and local levels, impacting social dynamics (Albino *et al.*, 2022). Therefore, the State, through its institutions —such as the Administration of Justice—, has the duty to develop strategies to face the challenges that arise in crisis contexts such as the one experienced since the beginning of the pandemic. At this point, social responsibility is essential insofar as it can promote sustainable development, horizontal governance and the protection of fundamental rights.

In this regard, social responsibility is defined as the set of practices and attitudes of public and private actors that are oriented to contribute to the common good;

likewise, organizations are aware of their impact on the society in which they carry out their activities (Macedo *et al.*, 2022). In this sense, organizations must identify those *stakeholders* or interest groups with respect to which they will develop advocacy strategies in some aspect of their lives.

The theory about the *stakeholders* or interest group in the social responsibility of a given organization shows that there are different types of *stakeholders* that are associated in three groups: i) Latent, ii) Expectant and iii) Definitive. These groups are articulated according to power, urgency and legitimacy (Rivera and Malaver, 2011).

Table 1. Articulation between variables, types and stakeholder groups or interest groups

		Variables		
Groups	Stakeholders types	power	Urgency	Legitimacy
Latent	Asleep	X		
	Exigentes		X	
	Discretionary			X
Expectant	Dangerous	X	X	
	Dominant	X		X
	Dependent		X	X
Definitive	Definitive	X	X	X

Note. Taken from *The Organization: Stakeholders and Social Responsibility*, by H. Rivera and M. Malaver, 2011, Universidad del Rosario, Bogotá, Colombia. Copyright 2011 by Universidad del Rosario.

In this sense, and according to what was developed by Rivera and Malaver (2011), the group of *stakeholders* denominated as latent, is made up of three types of

interest group: a) Sleepy, b) Demanding, and c) Discretionary. As for the group of expectants, it is composed of: a) Dangerous, b) Dominant and c) Dependent (Cyert and March, 1963). Finally, in the group conceived as definitive, there are the *stakeholders* that have the same denomination as the group to which they belong.

On the other hand, social responsibility refers to ethical and political issues that tend to build a society based on solidarity (Santos, 2020). In this way, social responsibility implies assuming an ideal of society oriented towards equity, through respect for the rights and dignity inherent to people because of their condition as such.

From the beginning, social responsibility has been perceived as a set of philosophical principles that govern human activity. Over time, its concept evolved as a response to social movements, and is now important for promoting sustainable development. The various models of social responsibility are scattered in different disciplines; In addition, institutions must be aware of the impact generated by their actions, directly or indirectly, on society, so their actions must be supported by the principles of sustainable and sustainable development between entity-society-State (Pumayalla & Mallma, 2019). Therefore, strategies developed within the framework of social responsibility should be incorporated into organizations as part of their development plans. Likewise, the search for the common good through these strategies will allow society to have a positive perception of the organization (Moscoso *et al.*, 2020).

With the intention of addressing in depth the theory on the social responsibility of the State, some authors have been reviewed that, according to their contributions, are important to understand the performance of public institutions with citizens. In this sense, Sen (1999) mentions that “the social responsibility of the State is to ensure that all people have access to basic rights, such as education, health and housing” (p. 22). In other words, the State must assume responsibility for protecting the rights of its citizens and for working to overcome inequalities that may limit the full exercise of those rights.

On the other hand, Rawls (1971) asserts that “the State has the responsibility to promote social and economic equality for all citizens” (p. 36). This means that the State must work to create a more just and equitable society, in which all people

have the same opportunities and possibilities for progress and success, regardless of their origin or circumstances.

In the same vein as Sen, the Italian author Norberto Bobbio (1986) states that “the social responsibility of the State includes the protection and promotion of human rights and social justice” (p. 52). This shows that the State has the duty to guarantee, at all costs, the fundamental rights of citizens. While there are difficulties in achieving this, it is important that Governments, through the services provided, work hard to achieve the social well-being of the entire population.

The social responsibility of the State, in classical theory, is linked to the welfare state of people and the protection of human rights. It is important to mention then that the administration of justice must be in this line of argument, since the liberal democratic tradition, from which our doctrine starts, allows to ensure freedom and the protection of rights.

However, social responsibility refers to the responsibility that companies and other institutions have towards the society in which they operate. This responsibility may include economic, social and environmental aspects, and may be exercised voluntarily or required by law. Some authors who have spoken about social responsibility, such as Peter Drucker, who was one of the first to use the term “social responsibility”, argued that entities, even private ones, should have a responsibility beyond generating some kind of profit or benefit for their shareholders. According to Drucker, entities must contribute to the society in which they operate and be responsible both to their employees and to their customers, suppliers and the community in general (Chugá *et al.*, 2020).

On the other hand, Carroll developed a model of social responsibility known as the “pyramid of social responsibility”, which distinguishes four levels of responsibility: economic, legal, ethical and discretionary (López & de la Cruz, 2022). For Elkington, who is known for developing the concept of the *triple bottom line*, corporate responsibility involves three aspects: the environment, society and the economy. According to Elkington, institutions should not only be concerned with their sustainability because of financial aspects; in reality, these should also be focused on social and environmental terms (Bellido, 2018).

In summary, social responsibility has been developed by various authors and refers to the responsibility that companies and other institutions have towards the society in which they operate. Some authors argue that social responsibility is a fundamental task of companies, while others argue that it is optional and should be exercised voluntarily.

Regarding the relationship between social responsibility and the Administration of Justice, research can be found that deals with social responsibility in the field of prevention of violence against women and its effectiveness with respect to building trust towards the Administration of Justice (Moreno & Valdés, 2016). Other studies address the role of legal education in the construction of an Administration of Justice with social responsibility, through adequate ethical training of future justice operators (Rojas, 2015; Montalvo, 2020, Zolezzi, 2010).

Likewise, it has been studied how it can contribute to optimizing democracy and the function of the Administration of Justice (Ruiz-Rico, 2014) or the link between judicial ethics and social responsibility, identifying common values (Rosa, 2018). In Peru, the eco-efficiency of the social responsibility policies of the Judiciary has been analyzed (Campos, 2017). From the state of the art it can be seen that it is still a field of research of incipient or scarce development in Peru and in the organs of the Administration of Justice.

The relationship between law and society is condensed in the concept of social responsibility, while citizens and organizations, in the search for justice, develop strategies covered by the current legal framework (Saucedo, 2020). This relationship links the search for justice through the guarantee of rights and social welfare (Sosa *et al.*, 2020). That is why the activities that organizations carry out will be oriented to specific objectives that benefit society. In this sense, it would not be admissible to carry out social responsibility plans from state organizations that seek to benefit a person or group of people without pursuing a public purpose.

In the same way, it is sought that the same entities implement it in their daily operations and that the actions they decide to carry out comply with the development goals for the country, in such a way that they go hand in hand, so that the institutions become responsible institutions and contribute to the creation of a new society

(Quispe, 2020). In this sense, the Administration of Justice has been studied in recent years as a key figure of social change based on its judgments and its impact on public policies associated with economic, social, cultural and environmental rights, which are closely linked to social development (Roa, 2020). However, sentences are not the only mechanisms available to the Administration of Justice to contribute to social welfare. From the above, it can be noted that, in relation to the Administration of Justice, social responsibility implies a broad understanding of justice, that is, assuming that not only through judicial rulings can help build a fairer society.

Therefore, it is necessary to explore those strategies that the Peruvian Judiciary has developed to contribute to development and social welfare. Thus, the main objective of this research is to identify which were the social responsibility strategies used by the Judiciary to offer a good justice service. In order to provide empirical support for the research, the specific case of the Superior Court of Justice of Ancash has been addressed. Finally, reflections are presented on the experiences of social responsibility promoted by the Judiciary and its contribution to improving understanding regarding its role as an agent of social development.

II. METHOD

The research, due to its purpose, was of a basic type, since it sought to deepen—from the various theoretical contributions of responsibility—the role of the Administration of Justice as an agent of social development, developing and even renewing current theories (Aranzamendi, 2019). The focus of the research was qualitative, since it is characterized by the interpretation of acts and practices of the social actors under study, in this case, the Administration of Justice, based mainly on non-numerical data (Hernández *et al.*, 2014). The methodology used was the case study of the Peruvian Judiciary, specifically, the Superior Court of Justice of Ancash.

In this sense, the data collection techniques used were observation, interview, focus group and content analysis, through which it was possible to decode the meaning of the social responsibility practices of the Administration of Justice and the link between justice and society (Valladolid & Chávez, 2020). However, the interviews

conducted were of a semi-structured nature with an open end, since these “(...) allow for greater flexibility and depth in the exploration of research topics, which can lead to the identification of new perspectives and important issues that may have been ignored in more structured interviews” (Braun & Clarke, 2019, p. 184).

In total, twenty-four (24) interviews were conducted during 2022 in the city of Lima, with an average duration of thirty (30) minutes each. The objective of the interviews was to know the purpose of social responsibility in State institutions, specifically in the Administration of Justice, and its relationship with society. The audience interviewed was composed of justice administrators linked to the Superior Court of Justice of Ancash.

On the other hand, the observation was made in 2022 in the Superior Court of Justice of Ancash. This data collection technique is important because “(...) allows researchers to obtain detailed and accurate information about social phenomena, and provides a solid basis for the identification of patterns, relationships, and important issues” (Braun & Clarke, 2021, p. 156). Finally, the sources of information were composed of documents of various types, such as legal provisions, judgments, academic articles, newspaper archives, etc.; as well as by the opinion of the key actors in the implementation of social responsibility strategies in the Superior Court of Justice of Ancash.

III. RESULTS AND DISCUSSION

1. Social responsibility strategies of the Peruvian judiciary

When talking about social responsibility strategies, reference is made to all those activities or programs that the Judiciary has carried out to contribute to the development and well-being of society. In the first place, we can consider those strategies related to the itinerant justice service implemented in the Superior Court of Justice of Ancash:

Table 2. Itinerant justice service

Agency	Description
Virtual platform The Service of Justice in your Hands:	It was a plan implemented by the National Commission for Attention to Judicial Users (CONAUJ). This platform provides access to all the services offered by the justice system to users.
Decentralized Office of Meritocracy of the Magistrates of the Superior Court of Justice of Ancash:	In line with the Strategic Plan for Institutional Management of the Presidency 2021-2022, “Strengthening Institutional Management”, the Superior Court of Justice of Ancash inaugurated the Office of Merit for Specialized, Mixed and Peace Magistrates.
Court fee refund service:	The user virtually downloads and delivers the file to the server’s email, reducing transit time. This work has made it possible to achieve higher collection figures, also initiating the collection of respective coercive fines, observing the formalities that are in place for this purpose.
Judicial Electronic Auction Service:	It currently operates the Judicial Electronic Auction service administered by the Judicial Services area, whose registration of the Electronic Auction will be arranged by the Court through the issuance of a single Judicial Resolution.

<p>Biometric control of free defendants and sentenced:</p>	<p>QR codes are used in this service for the purpose of identifying convicted defendants processed and released, giving them faster access to services.</p> <p>The Biometric Registry and Control also has offices in the southern headquarters of Huari-Violence against Women Module, the sub-headquarters of Caraz Headquarters and Violence against Women Module, Carhuaz, Recuay and Sihuas, and the headquarters of Violence against Women.</p> <p>The present judicial service is in the process of recertification ISO 9001-2015, therefore, it has been reinforced with trained personnel, following the guidelines of continuous improvement in the service. These changes have caused the acceptance rate to go from 80% to 90%.</p>
<p>Implementation of the User Service Module-USM:</p>	<p>The User Service Module helps to improve the service of imparting justice and to satisfy the litigating public in queries and requirements related to judicial processes commissioned by the jurisdictional bodies of the Superior Court of Justice of Ancash.</p>
<p>Judicial District Registry (RDJ):</p>	<p>Since 2020, the District Judicial Registry has improved significantly, with the intention of meeting the demands of users, trial lawyers, the National Penitentiary Institute, the National Police of Peru, the Public Ministry and numerous judicial dependencies of Ancash.</p>
<p>Implementation of the application of reservation of conviction:</p>	<p>This service consists of the implementation of an electronic application of registration and cancellation of Conviction Reserves to improve and enhance it. It is responsible for registering the registrations and/or cancellations of the reservations of conviction in strict confidentiality.</p>

<p>Multidisciplinary team:</p>	<p>The Superior Court of Justice of Ancash now joins the “Family” Budget Program for Results, with the intention of strengthening the region and enhancing the delicate work of this group made up of a multidisciplinary team.</p>
<p>Access to Justice Program for People in Situations of Vulnerability and Justice in Your Community:</p>	<p>In coordination with the District Commission on Access to Justice for Persons in Situations of Vulnerability and Justice in “Your Community”, actions and public policies are promoted to protect the rights of children in vulnerable situations. For a greater approach to the population, greater channels of attention to the user have been made available, greater dissemination of services in social networks, media and computer platforms, enabling greater telephone numbers, etc.</p> <p>On the other hand, the aforementioned program works together with the World Vision Alliance (Peru) to eradicate poverty and inequality. Since 1994, this group has worked with 500 villages in Lima, Ancash, La Libertad, Cusco, Ayacucho and Huancavelica on health, nutrition, education, social skills, values and community organization.</p>
<p>Single Notification Center:</p>	<p>For a greater approach to the population, greater channels of attention to the user have been made available; This implies greater dissemination of services in social networks, enabling greater telephone numbers, media and computer platforms, etc.</p>
<p>Implementation of the mini-notification centers of the provinces of Carhuaz and Yungay:</p>	<p>More customer support channels, social media, internet platforms, phone numbers, etc. have been introduced. Mini notification centers in Carhuaz and Yungay. In sub-sites with more than four courts, the Management Plan includes Notification Centers and money for CUN coordination. In recognition of this, a mini notification center has been enabled in Carhuaz and Yungay for all judicial bodies in both provinces, as well as notifications by email and messaging.</p>

Access to justice booths-CSJAN:	Through these booths, assistance is provided to vulnerable people so that they can have effective access to the computer applications implemented in the Superior Court of Justice of Ancash.
Implementation and inauguration of the mini-museum of historical archives:	Its purpose is to adequately preserve those files that are more than one hundred years old and in those emblematic cases developed in the CSJAN. Thus, we proceeded with the acquisition of samples and the procedure for choosing files that should be exhibited in the minimuseum.
Implementation and inauguration of the bio-garden of the central archive:	In the Central Archive a bio-garden has been implemented, which is worked by the staff working in the area. It is worth mentioning that the time devoted to this work is outside working hours. This initiative helps us to promote the preservation of ecology and the environment, in addition to strengthening the food security of the personnel working in the area, since all the inputs used are organic.

Source: Management of the Judiciary of Peru.

As can be seen from Table 2, there are several programs and policies that have been implemented by the Judiciary in the Superior Court of Justice of Ancash to bring the services they provide closer to the population. In this way, the Judiciary has implemented strategies that use face-to-face platforms and digital services.

In the case of face-to-face service platforms, there are initiatives that have implemented care modules even in peripheral areas or far from the main headquarters, offices that seek to optimize the work of magistrates and even activities of historical value and environmental sustainability programs.

On the other hand, some initiatives use digital platforms to provide more efficient services and bring the population in vulnerable situations closer to the justice system through these services. In this type of initiative, the Judiciary seeks to transfer the services it previously offered in person exclusively to the digital space; Other initiatives also use these platforms for their potential to reach more vulnerable populations and overcome material barriers to access to justice.

2. Social responsibility strategies implemented in person

In the case of the strategies implemented in person, there are the following: the Decentralized Office of Meritocracy of the Magistrates of the Superior Court of Justice of Ancash, the User Service Module-MAU, the mini-notification centers of the provinces of Carhuaz and Yungay, the mini-museum of historical archives and the bio-garden of the Central Archive.

As can be seen, these initiatives serve different purposes, so the social responsibility strategies implemented in the Superior Court of Justice of Ancash aim to have a multidimensional effect (Moreno, 2018). These types of effects seek to have an integral impact, that is, they are not exhausted in a single aspect of the organization's activities.

With regard to the Decentralized Office of Meritocracy of the Magistrates of the Superior Court of Justice of Ancash, there is a strategy aimed at promoting a better service provided to users through the proper administration of justice. In this regard, Duque (2020) states that meritocracy, when closely linked to the concept of social responsibility, is a value that should be promoted in society; This is because, from the point of view of social responsibility, the social recognition of merits in turn entails a greater commitment to society.

In the specific case of meritocracy in the judiciary, studies have been directed mainly to the way they are elected (Corredor, 2021). However, other studies have linked the problem of access to the judiciary through meritocracy with the performance of magistrates (Rocha, 2015). This is reasonable, insofar as, when judges perform properly, users of the justice system benefit, since, for example, procedural acts will be issued within the established deadlines and judges will make greater argumentative efforts to justify their decisions, in addition to other improvements.

In this way, the judiciary acts in a socially responsible manner when it recognizes judges who strive to do a better job — work that pursues public purposes such as access to justice — and, in turn, ensures that judges understand that, the greater the recognition, the greater the responsibility.

Regarding the implementation of the User Service Module-MAU, it can be seen that the Judiciary intends to get closer to the population, decongesting the courts to

attend consultations. In this way, users can resolve their doubts about the different processes that are processed in the Judiciary without having to go directly to the courts. This program is linked to social responsibility, since, by decongesting the courts for the acquittal of consultations, the operators of the justice system will be able to perform better and optimize the time focusing on the processes processed.

In this regard, the link between social responsibility and attention to citizenship is important to the extent that, when State bodies interact with users—in this case, users of the justice system—, it allows generating an exchange of information that will make it possible to provide a better service (Hernández, 2007). This is how the User Service Module-MAU can fulfill a double function: on the one hand, to provide information to users about their processes, and, on the other, to receive the opinion of users about the attention of these processes. In that sense, the population can benefit from better management of judicial processes.

The implementation of mini-notification centers in the provinces of Carhuaz and Yungay is linked to social responsibility, since the Administration of Justice aims to decentralize its services and avoid any setback that may harm litigants due to problems in notification. Because notifications are a means of communication that is used in the framework of a judicial process, it is necessary to reflect on the link between communication and social responsibility.

In this regard, Orozco (2013) argues that communication is vital in the field of social responsibility, as long as it is guided by transparency and honesty. In the specific case, the lack of notification or poor notification, depending on the process, can have consequences of different levels, even serious, in the life of the litigant. This measure is also linked to the decentralization of justice, since it aims to reach remote parts of the region. The decentralization of justice is closely linked to the right of access to justice, which allows the “paths” for access to justice to be expanded through the creation of decentralization programs and projects (Gárate, 2011).

However, it is noted that meritocracy, communication and decentralization of justice have been relevant factors in cases in which adequate attention has not been given to complaints in the Odecma of the Superior Court of Justice of Ancash.

For example, there is the case of the complaint made by a citizen of the hamlet of Shansha, who revealed that, when she decided to file a complaint regarding an alleged irregular act by a justice of the peace, she approached the CSJA and they gave her a wrong telephone number, and they did not respond when she tried to communicate with me by writing to the Odecma mail (Áncash Noticias, 2020).

There was also the case of a citizen of the town of Bolognesi in Pallasca, who denounced the misuse that the justice of the peace of the sector made of the courthouse, because of this, he received several threats from the judge and his son. In the press, he denounced that, despite sending videos to the Superior Court of Justice of Ancash, he received no response and the justice of the peace questioned was not sanctioned (Radio RSD, 2019).

In this regard, the measures implemented in recent years are intended to solve the problem of neglect of complaints made by citizens of the provinces of Ancash who are far from the headquarters of the Superior Court of Justice. Basically, the measures implemented to guarantee meritocracy are important so that, in theory, such complaints or denunciations are reduced. On the other hand, it is not enough to enable communication channels (telephones, emails, etc.) if they do not provide an adequate response within the established deadlines or within a reasonable time when one has not been set.

Finally, it is a bad indicator regarding the concern for the decentralization of justice through social responsibility measures, if the cases of neglect of complaints or denunciations in the face of misconduct of magistrates, come mainly from citizens who reside in areas far from the headquarters of the Superior Court of Justice of Ancash.

In the case of the mini-museum of historical archives and the bio-garden of the Central Archive, it is necessary that, in the first case, the creation of a museum can be a way to promote social responsibility, since it can contribute to the preservation and dissemination of the cultural heritage of a community, and promote knowledge and the exchange of ideas. A museum can also be a place of encounter and dialogue, where respect and mutual understanding between different cultural groups is fostered. In addition, being a place of meeting and knowledge, it can contribute to

the formation of critical citizens committed to the well-being of their community and the world (Cordón-Benito *et al.*, 2022). In this case, in the Judiciary there is a documentary collection that may be relevant to the history of a community, because the files containing litigation can be sources of consultation regarding social, political or economic processes.

In the case of the biogarden, understood as an agricultural production system that is based on sustainable and environmentally friendly principles (Gordillo, 2017), its implementation can contribute to the promotion of social responsibility in several ways, for example, promoting sustainability, since by using sustainable agricultural practices, such as crop rotation and the use of organic fertilizers, A bio-garden can minimize environmental impact and promote the conservation of natural resources.

It can also boost the consumption of healthy foods and reduce the consumption of processed foods, by producing fresh and organic foods. On the other hand, it encourages education and learning, as it can be used as a pedagogical tool to teach people about sustainability and agricultural production, which can contribute to the development of knowledge and skills in the community. In summary, the implementation of a bio-garden can be a way to promote social responsibility by contributing to sustainability, encouraging the consumption of healthy food, boosting local development and encouraging education and learning.

3. Social responsibility strategies implemented virtually

In the case of social responsibility strategies that use virtual platforms, such as the Justice Service in your Hands, Judicial Fee Refund Service, Judicial Electronic Auction Service, Biometric control of free defendants and sentenced, Implementation of the application of reservation of conviction and the Cabins of access to justice-CSJAN, it can be noted that, in practice, they involve the virtualization of services that the Judiciary provided in person.

In the case of these services, their effectiveness in bringing justice closer to the population has had better results than in the case of face-to-face strategies. One of the achievements obtained was the Good Practices in Public Management 2022 award, promoted by the organization Ciudadanos al Día (CAD) awarded to the

Judiciary (Poder Judicial, 2022). In this sense, civil society has recognized the Judiciary as an institution that promotes the improvement of its citizen attention processes, improving their quality and optimizing the principle of access to justice.

Currently, many judicial services are provided digitally, which has allowed greater accessibility and agility in the processing of judicial processes and in obtaining information related to the judicial system (Pizarro, 2022). These digital services may include, for example, consulting judgments and court decisions online, submitting documents and petitions through online platforms, conducting hearings and trials virtually, among others.

The implementation of digital services by the Judiciary contributes to social responsibility in various ways. First, it allows greater transparency and accessibility to information and judicial services, which fosters citizens' trust in the judicial system (Vivanco, 2021). In addition, by facilitating access to these services, the workload of the courts is reduced and judicial processes are streamlined, which contributes to efficiency and speed in the Administration of Justice.

On the other hand, the implementation of digital services can also contribute to sustainability, since it allows reducing the use of paper and other resources, as well as facilitating the participation of people who are in distant places or who have disabilities (Sunkel & Trucco, 2010). Thus, the judiciary has a great social responsibility in its function of guaranteeing justice and the rule of law in a society. The implementation of digital services can contribute to this social responsibility by facilitating access to information and judicial services, streamlining judicial processes and promoting sustainability (Salcedo *et al.*, 2022).

In summary, from the perspective of social responsibility, it can be seen that the virtualization of judicial services can benefit citizens in various ways. Some of the most important benefits identified are:

- (a) Increase accessibility: Virtual judicial services allow citizens to access information and carry out procedures more easily and conveniently, without having to travel to a court or a government office. This can be especially useful for citizens who live in remote areas or who have disabilities.

(b) Increase transparency: Virtual judicial services often have online platforms that facilitate the consultation of judgments and judicial decisions, allowing for greater transparency in the judicial system.

(c) Increase efficiency: The virtualization of judicial services makes it possible to streamline processes and reduce the workload of the courts, which contributes to greater efficiency in the administration of justice.

(d) Increase sustainability: Virtual judicial services reduce the use of paper and other resources, which can contribute to environmental sustainability.

IV – Conclusions

Social responsibility is related to the commitment that companies and other institutions have towards the society in which they operate. In the context of the Judiciary, social responsibility refers to the obligation to guarantee justice and the rule of law that the judicial system has with society.

From the review of the strategies implemented by the Superior Court of Justice of Ancash, it can be affirmed that the articulation between justice and society is essential to ensure the proper functioning of the judicial system and to promote citizens' confidence in it. In this sense, social responsibility can be an important strategy to foster collaboration and dialogue between the judiciary and society, as well as to promote trust and respect for the judicial system.

Measures that can contribute to the social responsibility of the judiciary include: promoting access to information and judicial services in a clear and accessible manner; ensure access to judicial services for all, regardless of location or status; expedite judicial processes and reduce the workload of the courts; reduce environmental impact and promote the responsible use of resources.

In conclusion, social responsibility can be an important strategy to foster the articulation between justice and society, while helping to promote trust and respect for the judicial system. By adopting measures such as transparency, accessibility, efficiency and sustainability, the judiciary can contribute to improving its relationship with society and ensuring fair and efficient justice.

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