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ABSTRACT

The present work aims to identify how the security technology search service is directed, as well as a security technology search service, investigating actions and seeking data security, data storage, and retrieval. He delved deeper into relating the general data protection law to security, privacy, and

protection issues. In addition to understanding how the demand for concepts works with the reality of society. The technique used for data collection was a way of determining in stages about professional technology and social relationships. The results show that most monitoring agents choose to use technology as a form of intervention for complaints and queries. We understand that society's greater access to society takes place through virtual applications, which are a fundamental technological point in technological advances in all concepts, from science to social issues, and technological advances. There was a need to change the paradigm that society needs to adapt to technology and does not show otherwise.

Keywords: technology, complaints, virtual applications, intervention

1 INTRODUCTION

For SOUZA *et.al* (2016), situations of violence against women result, mainly, from the hierarchical relationship established between the sexes, sacraments throughout history by the difference in roles socially instituted to men and women, and the result of differentiated education. In this way, the process of "manufacturing males and females" is developed through school, family, church, friends, neighborhood, and mass communication vehicles. Thus, men, in a general context, are attributed values related to public space, dominance, and hostility. Women were given the insignia of "fragile sex", because they are more expressive (affective, sensitive), traits that are opposed to the masculine and, therefore, are not so considered in society. (AZEVEDO, 1985)

For MEDEIROS, J. L. (2022), it was not for nothing that the United Nations (UN) created 2010 the UN Women, to "unite, strengthen and expand global efforts in defense of women's human rights." With its headquarters in New York (USA), there are also offices in other Asian, American, African, and European countries, and, in Brazil, it is located in Brasilia. Also, for SACRAMENTO; REZENDE (2006), the 1993 Human Rights Conference generated an official United Nations definition of violence against women: "any act of gender-based violence that results in, or may result in, physical, sexual or psychological harm or suffering to women, including the threat of such acts, coercion or arbitrary deprivation of liberty, both in public and private life" (p. 3). It is observed, then, that the constant

cases of violence against women have been worrying factors for a long time, complex contexts that stand out for historical, social and cultural discussions and questions.

For VIEIRA *et al.* (2021), the impacts of violence on the health of women and their sons and daughters are significant, as a result, in Brazil, there was an 18% increase in the number of complaints registered by the services dial 100 and call 180, thus, coping with situations of violence requires actions in multiple dimensions. This fact causes mobilizations to occur with a focus mainly on the denunciations of violence against women in the domestic context. It is important to highlight that we have to turn the focus to the importance of human rights being defended so that we can be more just and not deny the situations of violence that occur because this still happens taking away the dignity of many women to have their rights met (GUIMARÃES, M. C. PEDROZA, R. L. S., 2015).

In this sense, we realize that there is a problem where many women fail to report due to insecurity, because they do not have ideal conditions to maintain themselves, and even because they are already very destabilized. Thus, women report feeling more exposed and afraid to report, which can contribute to the cycle of violence (MOROSKOSKI *et al.* 2021). It is understood that the theme of domestic violence covers not only individual issues, restricted to the subject in a specific way, but social and collective issues.

It is necessary to develop a wide space of relational technologies of care from the identification, elaboration, and confrontation of situations of violence through interventions in the sphere of women's daily life and their contexts as well as in the potential of their transformation, with emphasis on the interruption of the cycle of violence (OLIVEIRA; FERIGATO, 2019).

Therefore, of urgency in society and the technological educational field. Starting from the complexity of the phenomenon of violence against women, a network that articulates actions between the different spheres of government, governmental and non-governmental institutions, and the community is fundamental (BELARMINO *et al.* 2020).

In this context, we will seek to give voices to the victims of domestic violence, seeking to observe which technological means are alternatives that can be implicated in the actions. Concatendo with the authors SIMÕES *et al.* (2019), given a previous reading in the literature, we identified a scarcity of studies developed on the theme of domestic violence against women, which shows the relevance of the study, since the need to better discuss the theme arises.

The analysis will also seek to highlight the essential role of education in coping with domestic violence, understanding that police stations and the technology support center can contribute to the resignification of lives subject to domestic violence.

Educational technologies can be used as support in the teaching-learning process by presenting current information with clinical evidence. This time, it is considered important, in the elaboration of

educational materials, the interdisciplinarity of the knowledge that complements each other and makes the technology more attractive, using the pillars of teaching and scientific knowledge (SOUSA *et al.* 2020).

The view that the new information and communication technologies (ICT) are capable, by themselves, of promoting information, communication, interaction, collaboration, and, as a result, of building new knowledge is recurrent. It is a fact that the vertiginous increase in the speed of the transmission of information is verified; it is also a fact that the possibility of communication between different countries and peoples of the planet is expanded; and it is indeed possible, today, to put different people in contact, at the same time, breaking geographical and temporal barriers (MAMEDE-NEVES; Duarte, 2008).

To SACRAMENTO; REZENDE (2006), the situation of violence enunciated must be welcomed, qualified, and treated with respect, ethics, and secrecy. Since violence is a problem with serious consequences for health, it is a situation that goes far beyond this sphere and remains a life situation, with all the complexity that this implies.

To become aware of how the lack of respect leads to violence against women, several studies were created on why women submit to such humiliation of aggression from their partner, among which the issues of denunciation stand out and this fact reflects on the actions that society must provide to generate support for victims, following as COSTA *et al.* (2015) it is considered that to face violence against women, joint actions of society, public policies and services with this objective are necessary.

According to Law No. 11,340/06, Maria da Penha Law, women who are victims of violence must have the institutional support of a multidisciplinary team, composed of specialized professionals in the areas of Health, psychosocial and legal, responsible for the development of guidance and prevention work, and for referrals directed to women, family members, and aggressors. As a fundamental part, the research to be developed has the objective of collecting data on complaints through technological services, based on communication technologies.

2 JUSTIFICATION

Society has been growing with different discussions about women's rights. And one of the current movements is feminism. The important characteristic of this movement was its social, ethnic/racial, and regional composition, incorporating urban and rural working women, domestic servants, trade unionists, black women, women militants of political parties opposed to the dictatorship, students, and liberal professionals, among others. It acquired, in a short time, a national character with a broad common agenda and spread throughout the country at a time when current

communication technologies, such as the Internet, were not yet available (SARDENBERG; TAVARES, 2016).

For MARÇAL *et al.* (2021), the use of technologies in the fight and prevention of violence against women has been of great credibility, as it greatly facilitates the identification by professionals of this violence that has occurred, thus bringing better comfort and security to these vulnerable women who often have difficulty exposing these aggressions.

Sometimes we see how technology has become an indispensable tool in people's lives and although its access has unquestionably become easier, we have to turn to those who do not know it and inquire about the consequences and deduce what would be the best solution to encompass in the technological field.

Information and Communication Technologies are inserted in postmodern society, this advance is indisputable and will not go backward, on the contrary, technologies are part of everyday life and increase very quickly. And, in this postmodern context, the family is not protected from changes produced by technologies, they have become a new member and are inserted in the relationships between parents and children.

However, there are still restrictions on how to deal with this new member, making it essential to strengthen family connections given the use of technology aimed at the health of future generations (NEUMANN; MISSEL, 2019). Considering the historical context, technology in many family structures was not presented, this fact happens in society invisibly.

It is essential to understand its impacts and reflect on a new formation of equality and social security. Above all, end exclusion and encourage recognition in development to form a less vulnerable and precarious society. Domestic violence is a daily struggle of many women.

Domestic violence is a serious problem that affects families from different countries and social classes. In studies by MOREIRA *et al.* (2008), it is estimated that 20% to 50% of women suffer physical violence at least once in their lives. In Brazil, in a study with 322 users of a basic health unit in the city of São Paulo (SP), 34.1% had suffered physical violence at some point in their lives.

In the country, from the 1980s onwards, through the broad debate on gender violence in the feminist movement, the issue received greater attention, resulting in great social awareness. Thus, specialized services were created to address this issue, such as Specialized Police Stations for Women's Care (DEAM), shelters, and psychosocial care counseling centers, focusing on physical and sexual violence perpetrated by partners or former partners in the domestic sphere.

Overcoming these barriers they face is a painful challenge, unfortunately, due to also issues of neglect in society, prejudice, and discrimination. Technology is an increment that is related to the

existence of possible forms of security and intervention that should be more attenuated in statistical data that involve the theme socially.

In this sense, the technology can be applied in many security services, such as systems capable of alerting situations. Confronting, therefore, the challenges that society imposes to become aware of the importance of emphasizing this historical problem.

3 OBJECTIVES

3.1 GENERAL OBJECTIVE

Constitute a data survey to verify how the services of technological denunciations are used and approached for the target audience of the research;

3.2 SPECIFIC OBJECTIVES

- Check how they handle operating systems, including databases, computers, providers, and servers;
- Verify data stores;
- Analyze how they work with anonymity and the General Data Protection Law;
- Check how virtual applications that address issues about violence.

4 LITERATURE REVIEW

To conceptualize that whistleblowing services and issues involving violence are two themes with great challenges, reflections, and limitations in society, we will raise some grounds.

4.1 TECHNOLOGY FOR SOCIETY

For CABRAL *et al.* (2021), technology has greatly grown and advanced over the years, this being a product of important historical upheavals that have contributed to the development and modernization of the contemporary world that surrounds us.

For RODRIGUES *et al.* (2019, p 98.), the development of technologies aimed at social problems links modernity to reality with more intensity, evidencing that innovation applies to many other spheres of society, not restricted only to entertainment.

SILVEIRA, R. M. C. F.; BAZZO, W. (2009) considers that the world seems to depend more and more on scientific and technological knowledge. The classical conception of the relations between science, technology, and society, often present in the various spheres of the academic world and the means of dissemination, is an essentialist and triumphalist conception, in which it is assumed that more

science produces more technology that generates more wealth and, consequently, more social well-being.

4.2 VIOLENCE IN SOCIETY

For BARROS *et al.* (2021), some aspects are relevant: knowledge and dissemination, that is, despite the high level of knowledge regarding human rights in the world, the problem is starkly mirrored mainly in health and emergency cases, such as homicides and femicides.

In this context, for CARVALHO *et al.* (2022), it is notorious how many women find themselves beyond isolated issues when they involve their rights, they face factors that prevent their protection, the Maria da Penha law 11,340 helps and brings a new vision in facing these challenges.

For MACHADO *et al.* (2020), although cases of violence against women have significant historical increases, there is also a new resilience in society, such as the creation of Women's Defense Police Stations (DDM) and resources that strongly target initiatives in urgent and emergency services. Among some factors, (COSTA *et al.* 2015), sadness, anger, pity, fear, indignation, contempt, repudiation, and revolt link women to a dependent and revolting married life, but for lack of stability, they become victims of the conditions imposed by the situation of violence itself.

Based on that, for SACRAMENTO; REZENDE (2006), often violence can occur in love relationships. Especially violence committed by intimate persons, which also involves children, parents, in-laws, and other relatives or people living in the same house. This type of violence we usually call domestic violence. Still, according to the authors, domestic violence is so ingrained in the social life of certain families that it is perceived as a normal situation.

As already pointed out, the existence of discrimination is a negative reflection on society, in addition to erroneous thoughts about how women are subjected to living with their partners that exposes them to exclusion and disrespect that involves them in unfair and limited living conditions.

For NASCIMENTO (2014), the act of denouncing the other to the competent authorities, to the specialized professionals, to the judiciary, most of the time anonymously, fits precisely to the game of judicialization, because it is seen as a practice of defense of the law, a practice that sustains a morality of rectitude, of justice. According to the studies, technology is very useful as a tool to help due to the great advances in society, with the possibility of wide reach as a result of intervention in cases of domestic violence.

For CANDIDO (2016), we can consider violence everything capable of reaching someone's body in a harmful way, causing damage and/or pain, as well as degrading or causing disorders to their physical integrity. The use of violence sometimes aims at the destruction of something or someone

through actions that have as a principle the feeling of hatred generated by those who feel harmed and victim of physical or moral offenses taken on a personal level.

Given this, we understand that they are important counterpoints in the development of this research and trigger several approaches that deserve a wide space of discussion for their confrontation.

4.3 ANONYMITY

To RIBEIRO; LOURENÇO (2001), the historical existence of the no-other and the experience of vulnerability constitute an ambiguous and frayed social fabric, from which the struggle for inclusion in the social hierarchy and the resistance to absolute anonymity, the one that configures the threat of elimination, is fought. In this way, anonymity has a broad extension, which involves the physical elimination of economic and cultural blockages to any movement toward upward social mobility. It can be understood, therefore, as a kind of societal nebula, of a secular purgatory, where the game of life (and death) is negotiated and decided.

For VELHO (2000), indifference, selfishness, and narcissism appear as an expression of individualism associated with the specificity of metropolitan life, the separation of domains, the fragmentation of roles, the loss of community ties, the deformations of competitive capitalism, and massification, among others. Therefore, on the one hand, we have individualism(s) as a positive force of transformation, linked to the ideas of freedom and equality, breaking with the oppression and rigidity of traditional systems of domination and social organization such as feudalism. On the other hand, individualism appears as a producer of situations of social disaggregation and anomie, breaking with values and networks of reciprocity and public action. When it comes to public and private, the question of property in a capitalist society, with its social corollary, is a key point in this discussion about individual rights and social needs.

4.4 HUMAN RIGHTS

For CADEMARTORI; GRUBBA (2012), considering the themes of human rights and fundamental rights a great challenge of the 21st century implies a critical analysis of the possibility of examining its foundation and, above all, its scope of normativity, that is, not only its ontological character but also its deontological character. What is meant when we talk about human rights and fundamental rights? How to ensure its effectiveness? The answer to these questions cannot involve positions, even if provisional, without being aware of the bases on which the doctrines of human rights and fundamental rights were theoretically built.

Still with CADEMARTORI; GRUBBA (2012), the scope of critical theory, there is no more relevance in dividing rights into generations or dimensions or, yet, deciding which are more important,

since the struggle for dignity has a global and universal character, not being able to assume a unilateral and evolutionary vision, which culminates in the thought that a later generation has already surpassed the previous one. What is demanded is a struggle for the realization of all dimensions, with the demand for the interdependence and indivisibility of all human rights. In addition, the proliferation of normative texts that regulate human and fundamental rights coexists with its violation, with the deepening of inequalities and injustices. It forgets that economic development can only take place alongside human dignity. There is no development without respect for rights, just as there are no rights without public policies for the realization of social improvements.

5 MATERIAL AND METHODS

It is mentioned that for the construction of public research to obtain the results and methods, on the basis, CNS Resolution No. 510, of 2016, in its article 2, XIV, adopts the definition of public opinion research as Art. 2. °, XIV [...] verbal or written consultation of a punctual nature, carried out through a specific methodology, through which the participant is invited to express his preference, evaluation or the meaning he attributes to themes, the performance of people and organizations, or to products and services; without the possibility of identifying the participant. With this parameter, we understand that for the construction of the results and methods it will not be necessary to submit to the CEP of the Federal Institute of Education, Science and Technology Goiano – Campus Ceres, in this way, we aim to enhance the research processes.

This work will consist of descriptive research, structured in stages. Literature review on domestic violence and technology, technological services to denounce the theme under study, data collection, and investigation of the existence of actions and projects and actions carried out by police stations and support centers for women.

5.1 STUDY REVIEW

The studies conducted were based on how technology reaches and helps victims of domestic violence. Articles were selected focused and pertinent to the themes investigated, with a previous selection of texts to be studied by the advisor.

5.2 STUDY SCRIPT

As a focus, an interview script will be elaborated, through a structured questionnaire. The same will be applied in security environments present in police stations and support centers for women, will be directed to women of society, women who graduated or not, in the course of Bachelor in Information Systems, and to the external public. Between August 29, 2022, and November 11, 2022.

Exemplifying:

- How they handle operating systems, including databases, computers, providers, and servers;
- How information protection is enforced;
- How do they act with data stores;
- Security, privacy, and protection;
- The preference for face-to-face or automation.

5.3 DATA COLLECTION

The research instrument used for data collection will be Google Forms, known to be a collector of information in questionnaires and registration forms.

The objective of the interviews conducted through the platform with professionals is to analyze how data and information work, and how much they perceive indications of interventions through technological denunciation services.

It was intended that the research would reach women inserted in society, as graduates or not, external public, that is, outside the domain of the IF Goiano and women in general.

In the conclusion of the analyses carried out, it will be essential in society in a representative and disseminated way, through participation in internal and external events to the IF Goiano, as well as the dissemination in scientific journals of relevance in the area of technology and health.

5.4 RAISING QUESTIONS

After a demand for previously selected articles and searches for scientific sites, the creation of the questions of the form began to meet the objectives.

It was verified, at each step, from questions to those responsible for security, then women in society, also following women with or without higher education, so we could have a greater demand for data.

Considering these factors, it is understood that committing to deeply investigate targets with simple questions is a guided and previously selected step.

5.5 DETERMINATION OF THE ENVIRONMENT

All the data of the registration form, referring to the topics mentioned, were analyzed and they were completed during August and November of the year 2022, in the CPE - Specialized Policing Company, troop of the 44th Battalion, located in the city of Rialma, in command of the 44th Battalion of the Military Police of the State of Goiás and Operations Center of the Military Police - COPOM of

the 3rd CRPM, located in the city of Ceres. It was verified in the data, the coherence of the questions, and the objective dynamics of the answers.

The registration form contained questions of various criteria, from computer issues, to women who know the technology, women who had a cell phone for downloads, as well as police stations and support centers.

The data related to each question will be transcribed for the initial analysis of the project.

5.6 COLLECTION OF RESPONSES TO THE EXTERNAL COMMUNITY AND IF GOIANO

The collection of data was one of the most careful steps of the research, from how to make the form available, to ensuring that the member had full authority in their answers.

The form was made available without random allocation, that is, it was delivered individually and supervised for greater control and to avoid the participants being confused with the order of questions and inhibit possible errors in the generation of results.

The validation of the answers ensured an efficient analysis and interpretation of the data, after all the questions are not based on complex questions, in this way, the concept of approaching the research with concrete reality.

5.7 COLLECTION OF RESPONSES FOR AGENTS OF POLICE STATIONS AND SUPPORT CENTERS

The form was made available with the supervision and to members of the police randomly, that is, it was delivered individually and supervised for greater control and to avoid the participants being confused with the order of questions and inhibit possible errors in the generation of the results.

The validation of the answers ensured an efficient analysis and interpretation of the data, considering that the agents act in teams.

6 RESULTS AND DISCUSSION

The criterion for the selection of the questions was aimed at directly addressing the Security Agents and Society. Each scenario was chosen closely and supervised, in this way, the construction of the questions and answers could evidence the reality in general. The concepts of approach between the external and internal public of the Federal Institute of Goiano are currently in evidence, relating to the knowledge that the graduation of a Bachelor in Information Systems offers and the daily life of people who exercise or do not do other activities. It is understood that the problem domain is not perfectly defined, but we argued in the best way and exemplified complex issues so that the results obtained opened more doors for further research. After receiving the data, the graphs constructed provided a

more understandable visualization and understanding of the focus of the research. The following graphs present in percentage, the data earned.

Figure 1 – Target audience of the complaint verification survey.



Source (own 2022)

Following the author OMETE; CARRARA (2005), The questionnaire developed presents some characteristics that justify its computerization, with advantages over the printed version. The following characteristics stand out that can be rigorously observed in the electronic version: (1) all items must be answered, in the sequence in which they are presented; (2) the presentation of some items is conditioned on the nature of the answers given in previous items; (3) in some items, all the alternatives presented should be placed in a hierarchical order, through the assignment of posts, without the repetition of the same rank for two or more alternatives; (4) in some other items, the same hierarchization procedure is requested, but only about alternatives indicated by the participant.

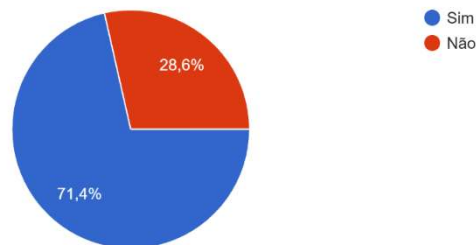
Based on this, we target society and security agents. We followed with 29.2% of responses from society and 70.8% from security agents. The data of society become higher because we consider the focus of all the research and what represents 29.2% of security agents was because there was no access to them. After all, they are always in constant rotation. When we went to the sites we did not get more than 10 responses, some refused to answer and others from the teams were not present at the site.

Figure 2 – Information on specific equipment for the verification of complaints.

Restricted Applied Research for Agents of Police Stations and Support Centers Results

As informações sobre as denúncias são avaliadas por equipamentos específicos, exemplo: há um celular, computador, sistema responsável apenas para aquela finalidade?

7 respostas



Source (own 2022)

For SILVA (2003), modern organizations, with consolidated quality management systems, have greater ease to manage these interrelationships. On the other hand, excessively functional organizations, as well as those that work with "management by objectives", do not have an efficient quality system, and have great difficulties managing those interrelationships. This finding is because organizations with a modern quality management system have a different organizational form from those with functional predominance. In this way, learning in the implementation of the quality management system may be important in the implementation of the technology management system, from the organizational point of view.

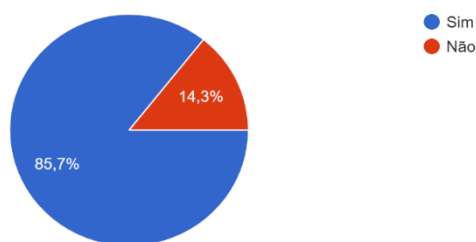
Based on this, the percentages help us understand that 71.4% of the agents of police stations or support centers say that there is a system responsible for certain functionality. Thus, the results show positively that the places responsible for the safety of the individual are seeking more and more doors that technology offers.

For SILVA (2003), a system contains equipment, programs, people, processes, organization, and purpose. In this context, a product is the artifact of technology, which can be an equipment, program, process, or system, which in turn can be part of the medium or system containing another technology. This scope indicates the significance of technology in competitiveness.

However, 28.6% evidence the reality of society and technological advances, since to have specific equipment, most of the time it is necessary for someone specific to supervision the item.

Figure 3 – Information preservation and retrieval system.

Existe um sistema responsável para a preservação ou recuperação de informações de denúncias?
7 respostas



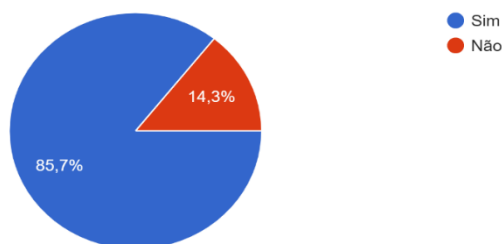
Source (own 2022)

Despite a 14.3% denial rate, the fact indicates that, in this case, the stores in the databases have evolved a lot since their creation in the early 1960s, so data support is paramount. Losing any data or information regarding a complaint is a hypothesis that harms society in general. In the same sense, the result of 85.7% is structured to understand that the internet requires a higher speed and data processing, we can mention the cloud storage that is increasingly requested, in addition, the specific storage for data should be paramount, in complaints and alerts should be enough, after all, they arrive at all times and losing information along the way interferes with management.

For CANDIDO (2022), in the management of information and knowledge, the storage and processing of data and information in the cloud brings a series of advantages to the management of the complex data sources that technically corresponds to the Big Data ecosystem. This mechanism gives agility to the decision-making process by centralizing in a single warehouse (data warehouse) large sets of data and information that can be retrieved from a single repository, facilitating analysis, validation and authentication, in addition to providing agility to the process of search and retrieval of information to be employed in reducing uncertainty in the decision-making process.

Figure 4 – Collections of documents.

Os acervos documentais são armazenados em outras delegacias via Sistema de Software?
7 respostas



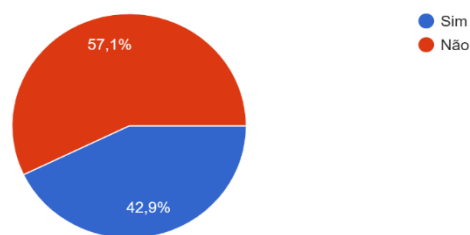
Source (own 2022)

It is perceived that the fact that the documentary collections are stored in other police stations is already something expected. We continue with the thought that 85.7% of the information is automated, through emails, PDF's or software systems, etc. It is also understood that gradual technological advances express significant changes in society. In addition, we are moving towards digitized and connected facts, also citing progress, such as the internet of things and machines that approach human functions. The negative result of 14.3% is understood as basic information that does not need copies or be stored for a long period. We can consider that it is necessary to know forms of storage.

For SAVI, A. F. *et al.* (2010), nowadays, the great problem that companies face about knowledge is, predominantly, the ineffectiveness of its recovery and this also happens with the recovery of explicit knowledge related to *Design for Assembly* (DFA) approaches sometimes by the disordered amount of explicit knowledge stored without any type of rule or simply of unstored knowledge that is available in its initial form, as in people, in books, etc.

Figure 5 – Data verification time.

Há algum limite de tempo determinado para que o processamento de dados seja verificado?
7 respostas

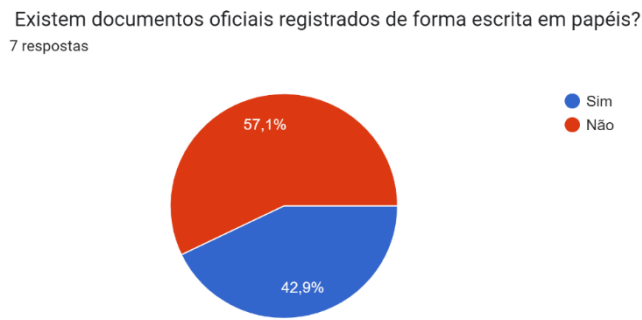


Source (own 2022)

To compare negative data of 57.1% with positive data of 42.9% we need to understand that verifying data one by one can take a long time and the costs of running the systems can be interfered with. It is also possible to verify that with the fact that there are anonymous reports that have the standard of verification immediately or with the maximum speed, administrators and responsible must ensure accuracy in all cases.

In studies it was verified that "the police authority, upon receiving an anonymous complaint, must first carry out preliminary steps to ascertain whether the facts narrated in this "complaint" are materially true, and only then initiate investigations." (CONJUR, 2018)

Figure 6 – Understanding of information recording.



Source (own 2022)

For AVANCINI (2012), in a scenario in which paper seems to progressively lose prestige for digital media, a fundamental issue arises in light of the need to maintain the memory of the knowledge produced by society: the preservation of archives. Increasingly, scientific publishers, archives, libraries, and information centers are choosing to use the internet, databases and media such as CDs, DVDs and Blu-ray to store new content and old collections. On the one hand, there are not many doubts about the advantages of digital publications, but, on the other, the challenge that arises is the preservation of the knowledge produced and disseminated in digital media.

Based on this, the results obtained further evidence that society is adapting to file storage in an automated way. The result of 42.9% is understood as a storage of decades, a scenario in which there is a cabinet or a folder with file drawers. The result of 57.1% is seen as the practicality of finding a document quickly, accessing files on computers, or a single piece of information within a folder of documents.

Figure 7 – Virtual services that register complaints.

Applied Research for Women in General

Você tem ciência que existem serviços tecnológicos virtuais que registram denúncias de casos de violência?
18 respostas



Source (own 2022)

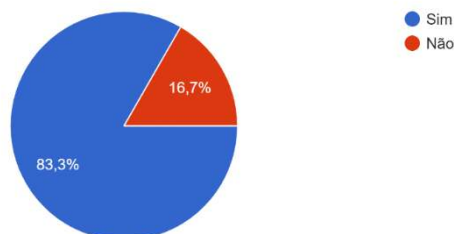
For MARTIAN; LIMA-MARQUE (2006), the increasingly wide and widespread use of computerized systems to carry out the most diverse activities, with the integration of these systems and their databases through networks, is a determining fact of the information society. However, this universe of content and digital continents is subject to various forms of threats, physical or virtual, that seriously compromise the security of people and information related to them, as well as transactions involving the complex user, system, and information. Information technology can present part of the solution to this problem, but it is not able to solve it fully, and even contributes, in some cases, to aggravate it.

Based on the results, we understand that the technology was developed and known by several users who, most of the time, look for ways to ensure their safety. The result of 72.2% significantly expresses that the possibilities of making a complaint virtually, via software or application are ways that guarantee the independence, security and impartiality of the user. The result of 27.8% negatively expresses that users bet on the risks of fraud, validation, reception and monitoring of reports virtually.

Figure 8 – Internal storage to register complaints.

Você considera manter algum serviço tecnológico como aplicativo virtual de denúncias no seu celular e um Software no seu computador, caso tenha?

18 respostas



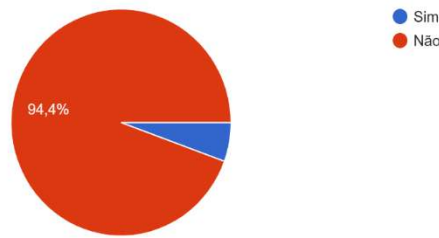
Source (own 2022)

For GOMES *et al.* (2019), since the smartphone is a device with easy access to the internet that has applications of various themes and is relatively low cost, this emerges as a new alternative to improve the population's access to information related to health, as well as the promotion of knowledge about the preventive care that the population should be in charge of.

With the positive result of 83.3% we consider the possibility and practicality that technology presents by offering real-time solutions so that in whistleblowing services users can use means that integrate and support data storage, such as information and media, we can consider accessibility, because society needs to see technology as a resource for help and reduction of time. The negative result of 16.7% refers to the issues of application development or terms of technology in software, such as the fact that they do not understand facts, such as underlying flow processing of applications and connected software, flexibility, real-time and storage.

Figure 9 – Data forwarding.

Você já encaminhou dados para algum serviço tecnológico oficial de denúncias de violência, como aplicativos/Software?
18 respostas



Source (own 2022)

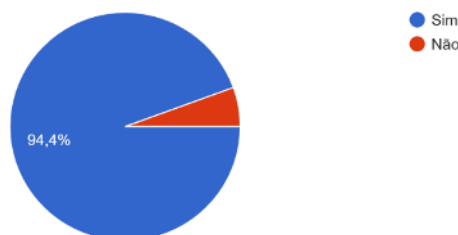
For MAMEDE-NEVES (2008), information and communication are concepts that complement each other but cannot be considered synonyms. Etymologically, the term "information" comes from the verb to inform, coined in the fifteenth century from the Latin "*informal*", which meant "to give form, to form". During the Renaissance, informing was synonymous with "instructing." In the twentieth century, its meaning was expanded, coming to mean both "sending a message" and "giving intelligibility" to something. In other words, information can be sent and received, but to go beyond that, it is necessary to establish a contract between sender and receiver that implies encoding and decoding, as well as the production of meaning and attribution of meaning by both.

We can understand that having the information that there is a service that receives reports is as important as it is possible to communicate through it.

The fact of forwarding data is an issue that most often involves the victim or third parties. The result of 94.4% refers to the data of how the user will be redirected to the service. It is necessary that initially the system is known by the user, considering that the user needs his information to reach the entities as soon as possible. The result of 5.6% expressed the user who contains a cell phone or a computer, sought to know ways to report safely or knows systems that address the subject.

Figure 10 – Violation of human rights.

Você está ciente que qualquer cidadão sendo vítima ou não pode fazer uma denúncia sobre violações de direitos humanos em aplicativos de denúncias?
18 respostas



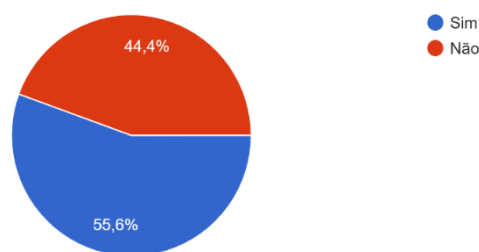
Source (own 2022)

For CADEMARTORI; GRUBBA (2012), it is important to understand that people do not need rights, but a dignified life, that is, goods, whether material or immaterial; And they need to meet these needs immersed in value systems, which can increase or restrict their access. Why understand human rights as provisional results of the processes of struggle? Everyone needs to have the means to fight because everyone needs a life worth living. However, in the concrete life of people who live in society, human activity is divided - social, sexual, ethnic, and territorial - leading to some having an easier time obtaining them and others more difficulty, or often a total impossibility. Finally, the establishment of a system of guarantees - national and international - that commits itself to its fulfillment and the guarantee of historical achievements for rights.

The fact of inciting that human rights should be known by all, refers to the result of 94.4% who understand that the situation of denunciation must be treated with urgency and knowledge to avoid facts of irregularities. The technology applied to complaints addresses two themes, that is, the act of reporting and the act of using it so that possible measures are investigated. The result of 5.6% refers to the result of the existence of non-knowledge and representation of technology in this area.

Figure 11 – Follow-up of complaints.

Para acompanhar um processo de denúncia, alguns serviços tecnológicos de denúncias atuam de forma virtual, ou seja, não é necessário ir a uma d... presencial para receber informações, você sabia?
18 respostas



Source (own 2022)

The positive result of 55.6% refers to how society is positioned to obtain a solution to the fact. And it is understood that it is extremely important the fact that it is necessary to know the minimum of technology to access other data, in this case, the follow-up of the complaint being a victim or just a user.

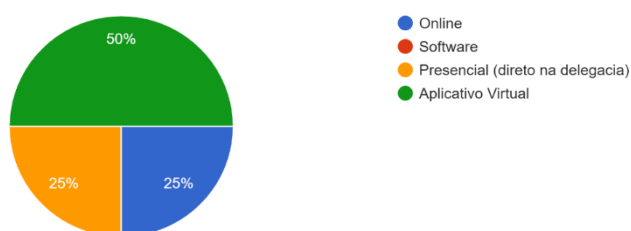
For MARTIAN; LIMA-MARQUES (2006), however, the current forms of implementation of security mechanisms in information systems, such as cryptography, which is used as a prevention or solution to security failures, in the vast majority of cases, are notably technical, and tend to be so to an increasing degree, given the fact that the initiatives presented are based on updates and sophistication of technology.

Known means for these claims are mainly software systems or webs that have access protocols and privacy and security services. The result of 44.4% is considered a negative rate, but high, considering that technology, in most cases, seeks to achieve the goal of making information flow public. In addition to the insecurity in times of responses and execution of the statement.

Figure 12 – Knowledge of systems programming by graduates or not in Information Systems.

**Public Restricted to the FEDERAL INSTITUTE GOIANO - CAMPUS CERES
(Information Systems) (graduated or not)**

Você que de certa forma conhece as programações de sistemas optaria por denunciar através:
12 respostas



Source (own 2022)

For BENITO (2009), in a world in constant technological evolution and modernization of activities, it became important that the entities of any area of study, whether public or private, adapt to the new perspectives of the labor market. With this, new forms of dissemination of information and speed in the transmission of knowledge were created. These advances have resulted in the "Information Age" that is giving rise to the "Knowledge Age." From this, there was the creation of information systems, which can be understood as any software found on the internet, being possible to send and receive information from one or more people, or even between organs. Systems and information have become one of the main computational resources capable of quickly and easily and securely propagating the information needed to mediate learning and assist professionals in the work process.

In the analysis of online data we had the result of 25%, because we considered the issue of the 24-hour police station (DEAM), a service that monitors and receives complaints throughout Brazil.

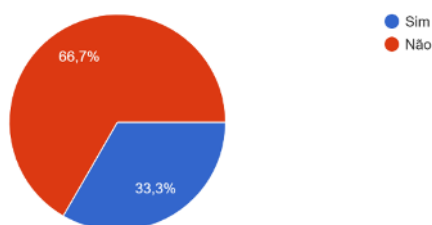
According to the Technical Standard (Ministry of Justice, 2010), depending on the number of inhabitants, a city should have 2 Deams. The Technical Standard also recommends that the ideal staff to be distributed in each Deam should be composed of: three delegates, 21 police officers (clerk and / or investigators), two employees for administrative support and one for general services, in addition to the operation of the service for 24 hours and on weekends. (SOUZA; CORTEZ, 2014)

The result of 25% for face-to-face is for physical reasons, the same assuming that there is a preference to go directly on site, that is, in person, something that shows us a possible uncertainty of

society with technology. The result of 25% for virtual application establishes a preference of possible confidentiality in the complaint or difficulties to have access to a police station or support center.

Figure 13 – Access to technological services.

Você conhece serviços tecnológicos ou já teve acesso a algum que aborda temas sociais, em específico a violência?
12 respostas



Source (own 2022)

For SILVA (2003), traditionally, the technology used by an organization, depending on the conditions of the environment, can be developed internally or absorbed externally through research contracts, licensing, minority or majority participation in other companies, and "joint-ventures". When developing internally with commercial success, both for the product and for the process, the organization acquires competence in that technology.

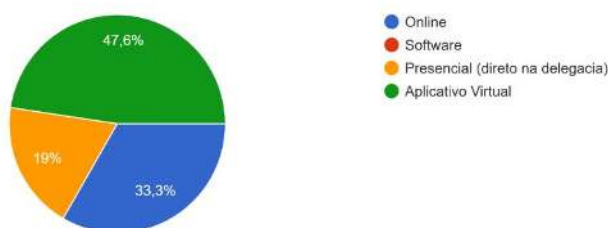
Technology introduces a new form of society, the society that knows technological services. The result of 66.7% expresses that access to services are increasingly flexible and knowledge removes the idea of individualization of technology.

On the other hand, the result of 33.3% shows that the transformation of technology into social themes expresses that it is necessary to show creations and innovations of knowledge made possible by information and communication technologies in social problems,

Figure 14 – Advancement of technology in option.

External Public (outside the domain of the FEDERAL INSTITUTE GOIANO - CAMPUS CERES)

Conforme o avanço da tecnologia você optaria por denunciar através de:
21 respostas

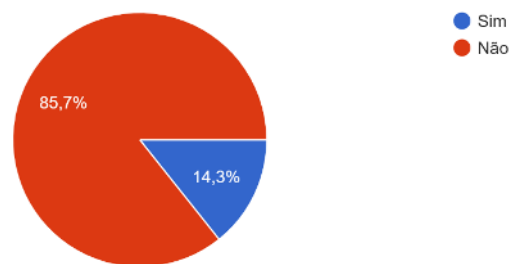


Source (own 2022)

For CONCEPTION; FARIA (2003) the understanding of the way technology evolves, therefore, allows to understand how technology and the economy influence each other through the process of innovation and competition. Such a perspective has profound implications for understanding the learning of the microeconomic realm of industrial dynamics and the process of economic growth. Thus, the result of 47.6% shows how technology innovation is seen by society, in addition to showing possible chances for new developments of applications that allow to direct to more themes. From the result of 33.3% in online complaints presents how the differentiation of technology accelerates in practicality, agility in complex complaints. The result of 19% of face-to-face services is something that must be solved because it is a problem of simplicity.

Figure 15 – Technological services of violence.

Você já encaminhou dados para algum serviço tecnológico de violência?
21 respostas



Source (own 2022)

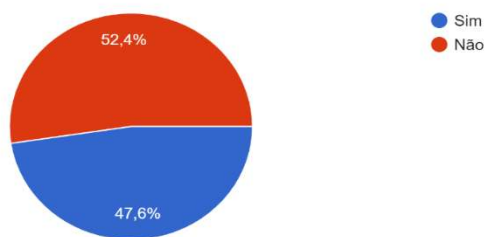
The negative result of 85.7% on the forwarding of data is directly linked to victims or people who in some way had access to them. Most of the time to make a report the data entered, are name, CPF and address this information to be confirmed requires the knowledge or access to the user.

To ROCK; FERREIRA (2004), by involving activities such as the identification, consultation, search, compilation and interpretation of data and information from secondary sources, produced by statistical departments and teams of professionals who deal with the production of CET indicators in Brazil, our exercise of construction of the ICTeI also enables greater knowledge about the databases of technological information currently available in Brazilian institutions.

For the result of 14.3% we have criteria for identifying the people who needed the services.

Figure 16 – Anonymous services and the General Data Protection Law (LGPD).

Você optaria por denunciar anonimamente mesmo com a certeza que o serviço tecnológico, juntamente com a Lei Geral de Proteção de Dados (LGPD) assegura sua privacidade?
21 respostas



Source (own 2022)

To describe these results we must consider that there are two factors, the anonymous complaints that are with the objective of not identifying the user and the General Data Protection Law that is directly linked to the existence of degrees of urgency in situations due to the greater capacity of impact on the rights and fundamental guarantees of the holders

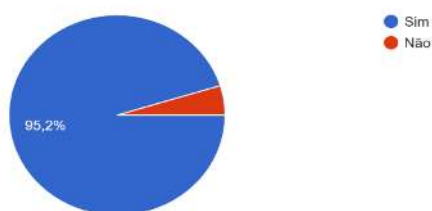
For ALMEIDA *et al.* (2020), in Brazil, the General Data Protection Law (LGPD) was approved and sanctioned in 2018, and its entry into force, in August 2020, may still be amended, depending on the result of votes in the National Congress of Bills that seek to change the date of its validity to 2021.

The LGPD is a milestone in the regulation of personal data in the country by providing for all personal data processing operations, including in digital media, by a natural person or by the legal entity of public or private law, to protect the fundamental rights of freedom and privacy and the free development of the personality of the natural person

With this, the result of 47.6% for anonymous reports expresses that there should be a broad knowledge of the options. The result of 52.4% of complaints following the General Data Protection Law comes based on the knowledge of the technology, websites, or mobile applications that were created following this objective.

Figure 17 – Ways to report.

Caso não houvesse uma forma de denunciar através dos números, como 190, você optaria por denunciar em um aplicativo virtual ou Software?
21 respostas



Source (own 2022)

For ZUIN (2013), with the emergence of smartphones the virtualization of bodies has become even broader, taking into account that today we access the virtual environment in the palm of our hands and carry it in our pockets. This increasing availability of the internet and applications allows the posthuman to be in several spaces at the same time and access the contents and platforms of their interest, whenever and wherever they want.

With this, the result of 4.8% on the telephone number of the Military Police 190 is directly linked to the fact that it is a number known throughout the national territory. And we can observe that even if there is no possibility to report through the number, society would still choose to go directly to the place or seek a new option. The positive result of 95.2% refers to the knowledge of society through virtual applications and management systems.

As we saw in the issues, letting documents be stored in the form of paper is an advent of modernity that inhabits the human need, and being able to somehow store important documents using technology leads to the same possible purposes, delete, delete or store in an inaccessible place, with no chance of backup or recovery. Correlating to one of our specific objectives, it was possible to verify which systems are responsible for receiving complaints, and, with this, we understand that there is a specific system for that purpose, which is a great advance in the relationship of technology with society.

On the issues of the General Data Protection Law, according to the survey the positive responses state that people tend to seek ways that ensure their rights both physical and virtual.

For PELOSO (2019) following the principles of the General Data Protection Regulation (GDPR), Law No. 13,709 of August 14, 2018, or the General Law of Protection of Personal Data (LGPD) was created in Brazil, which seeks to control how companies collect and use the personal data they have in their possession. The law aims to adapt to the digital age, in which data is trafficked and traded without the proper consent of the holders of the information, curtailing the principles of freedom and privacy. With this, the result of 100% refers to the General Law of Protection of Personal Data (LGPD) that presents to society a way to protect the fundamental rights of freedom and privacy and the free formation of the personality of each individual.

In addition, when talking about interfaces we can understand that analyzing how services are made available in society brings positive results, possibly because they relate to studies in the area of development and technology that describe that an easy interface helps any user.

For GIANNETTI (2011) the interface, as a means of interconnection between systems or elements (often, of different characteristics), is what allows the assembly between devices or between these and humans, facilitating the exchange of information between both systems, in addition, the human-machine interface provides radical changes concerning the forms and characteristics of

communication based on digital and telematic means, Among which we can highlight: the temporal factor (real-time, simulated time, hybrid time, simultaneity); the emphasis on intuitive participation through visualization and sensory perception of digital information; the generation of translocation effects (as in the case of the Internet) and immersion (as in the case of Virtual Reality systems); and access to information through branched connection systems, multidimensional nexuses or associations. (GIANNETTI, 2011)

Regarding the information storage time rate, based on the responses, the 100% result for the time rate exemplifies how exponential data growth automates itself and requires a future-ready database. The result shows that society is increasingly looking for storage solutions that innovate in technology.

According to Le Breton apud ZUIN (2013) "Now that the computer has a "memory", the question arises whether the human brain can "store" as much information as it. At the same time that the vocabulary humanizes the machine, by a reciprocal movement man mechanizes himself: we are well "formatted" for a job or a task. We are "connected" because we integrate a piece of information, a misconception into a reasoning, or a gesture in someone's clumsy word is perceived as a bug or "programming error."

During the data collection, it was possible to understand that applying technology to social or individual themes positively expresses the result of 100% for social themes, because the technology applied to social themes is increasingly recognized. Society is being introduced to new solutions that delve into old problems. In facts like this, it is understood that technology innovates social realities and indicates that society has ceased to see technology as a form of money billing.

For CORREIO (2011) Social Technology (TS) is the result of the action of a collective of producers on a work process that, due to a socioeconomic context that engenders the collective ownership of the means of production, and a social agreement that legitimizes the associative, which entails in the production environment a self-managed control and voluntary and participatory cooperation, it can alter this process to reduce the time required for the manufacture of a given product and to cause the resulting product to be divided in a way established by the collective.

7 FINAL CONSIDERATIONS

This research was developed to obtain a partial grade of completion of the course had 31 responses and based on this it was aimed to develop several approaches of a social nature, understanding that the denunciations are the primary question, facilitating that these and other investigations with technology can contribute to new themes.

Therefore, the data of the present research were evaluated based on 3 security agents of the Operations Center of the Military Police - COPOM OF the 3rd CRPM, located in the city of Ceres, 4 agents of the CPE - Specialized Policing Company, troops of the 44th Battalion, located in the city of Rialma, 15 people from society in general and 9 women students of the Federal Institute of Goiano - Campus Ceres. The questionnaire addressed the general aspects of the individual who was answering, for example: for women in the area of the faculty of Information Systems, questions in the area of technology, for people who are encompassed in the technological environment, questions of everyday life, etc.

Following the interviews we can understand that most of the police officers who were willing to answer the questions say it is necessary that technological innovations are presented from their professional training and that learning new technologies requires an organization committed to the reality of society.

According to the investigations in the area presented, violence against women is currently one of the biggest problems in society. I emphasize that I consider the work a way to get important information on how the area of Information Systems and others that have a focus on technology can contribute to the resolution of problems in society in general, especially in cases of domestic violence or any other complaints.

The first step of the work was to identify, through studies, how technology addresses social issues and how they intertwine with denunciations made by society. We still seek to verify the technological systems, considering software and virtual applications. It identified a vast knowledge of the General Data Protection Law and anonymity, primordial questions that helped to achieve some of the objectives initially proposed. We identified a set of results that linked directly to the objectives of understanding items: how information protection and security are similar and gave rise to the idea of the research.

The work also sought to identify the concept of various advances and components that technology brings daily, such as access to technological services, and willingness to help in the development of technology skills.

The results of the questions gave rise to several other approaches, but mainly in the view that technology for people is something simple, easy, and visible in applications, technology is useful in a gigantic range of applications. During the research questionnaire, the construction of the questions aimed to verify how is the understanding of such aspects, such as the LGPD, software, virtual applications, and other things, by society concerning each part.

Moreover, it was also evidenced that the theme of domestic violence is something painful for many women who answered the questions, this fact helps to justify why they do not seek to know about options that refer to the theme.

The agents in question are aware that there are several systems that with technology help various social issues, but they say that extensive training is needed when making use of it to facilitate their work.

Given the importance of the subject, it is necessary to develop more research and even implementation systems that can positively assist the daily life of society that is directly affected by all the parameters of violence. And to present technology as a milestone in the advances of modernity.

However, the research contributed to answering personal questions from various perspectives and somehow show that some knowledge should be accessible to all.

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