REVISTA INVECOM
ISSN en línea: 2739-0063

Mobbing in Peru and its impact on public tranquility and legal security: A systematic review

El acoso mobiliario en Perú y su incidencia en la tranquilidad pública y seguridad jurídica: una revisión sistemática

Received: 06/04/2025 - **Accepted:** 05/07/2025

Michael Roger Pomar Sánchez
https://orcid.org/0000-0002-1475-313X
MPOMARS@ucvvirtual.edu.pe
Universidad César Vallejo. Lima, Peru

Jaime Gabriel Castilla-Barraza
https://orcid.org/0000-0001-8234-9449
jcastillaba@ucvvirtual.edu.pe
Universidad César Vallejo. Lima, Peru

Violeta María De Piérola García
https://orcid.org/0000-0002-8075-0340
vpierola@ucvvirtual.edu.pe
Universidad César Vallejo. Lima, Peru

Mónica Ferradas Martínez
https://orcid.org/0000-0002-7790-6914
mmartinezf@ucv.edu.pe
Universidad César Vallejo. Lima, Peru

Abstract

Mobbing, understood as abusive and repetitive behavior that seeks to intimidate or disturb the tranquility of residents, represents a growing problem that affects legal security and social coexistence in Peru. The objective of this study was to analyze the manifestations, consequences and legal approaches to mobbing in the Latin American context, with special emphasis on the Peruvian case. A systematic review methodology was used under the PRISMA method, complemented with qualitative analysis using IRaMuTeQ. Initially, 423 articles were identified, of which, after a rigorous selection process and application of inclusion and exclusion criteria, 28 relevant studies were included for the qualitative synthesis. The results show that mobbing manifests itself through verbal aggression, threats, property damage and psychological harassment, generating negative consequences on mental health, community cohesion and the right to the enjoyment of housing. It is concluded that the phenomenon requires a comprehensive legal response, combining effective sanctions, mediation mechanisms and preventive strategies, as well as public policies that promote awareness and protection of victims. The review highlights the importance of strengthening the regulatory framework and social intervention to ensure safe and just residential environments.

Keywords: mobbing, legal security, public policies.

Resumen

El acoso mobiliario, entendido como una conducta abusiva y reiterada que busca intimidar o perturbar la tranquilidad de los residentes, representa un problema creciente que afecta la seguridad jurídica y la convivencia social en el Perú. El objetivo de este estudio fue analizar las manifestaciones, consecuencias y abordajes legales del acoso mobiliario en el contexto latinoamericano, con especial énfasis en el caso peruano. Se empleó una metodología de revisión sistemática bajo el protocolo PRISMA, complementada con un análisis cualitativo mediante el software IRaMuTeQ. Inicialmente se identificaron 423 artículos, de los cuales, tras un riguroso proceso de selección y aplicación de criterios de inclusión y exclusión, se incluyeron 28 estudios relevantes para la síntesis cualitativa. Los resultados evidencian que el acoso mobiliario se manifiesta a través de agresiones verbales, amenazas, daños a la propiedad y hostigamiento psicológico, generando consecuencias negativas en la salud mental, la cohesión comunitaria y el derecho al disfrute de la vivienda. Se concluye que el fenómeno requiere una respuesta legal integral que combine sanciones efectivas, mecanismos de mediación y estrategias

preventivas, así como políticas públicas que promuevan la sensibilización y protección de las víctimas. La revisión resalta la importancia de fortalecer el marco normativo y la intervención social para garantizar entornos residenciales seguros y justos.

Palabras clave: acoso mobiliario, seguridad jurídica, políticas públicas.

Introduction

Mobbing, also known as neighborhood harassment, refers to abusive and repeated behavior aimed at intimidating, harassing, or disturbing the tranquility of the victim. This behavior manifests through excessive noise, insults, threats, property damage, and other actions. According to Coromina (2014), this phenomenon has become increasingly common in the real estate market, as the aggressor coerces and undermines the moral integrity of the victim until they abandon their home. Galán (2018) notes that this type of violence undermines individuals' rights to enjoy their property and to live in a safe and peaceful environment, negatively affecting the mental and physical health and quality of life of those who suffer from it. Furthermore, as indicated by Nieto-Nieves et al. (2023), one of the main challenges of this crime is the difficulty in proving it, especially when it affects low-income individuals who often cannot afford adequate legal defense.

The impact of mobbing in Latin America and the Caribbean has become a growing concern. Vaeza and Pinheiro (2021) highlight a high prevalence of violence in the workplace, including harassment and assaults, which constitutes a serious issue, particularly affecting women in the region. The COVID-19 pandemic exacerbated this situation, especially in sectors such as domestic work, caregiving, and healthcare. Additionally, the Economic Commission for Latin America and the Caribbean (CEPAL, 2016) warned about the persistent problems of harassment and bullying in educational and workplace settings, considering them serious violations of human rights that affect employment, working conditions, and productivity. In this regard, the International Labour Organization (ILO) Convention 190 establishes the need to promote safe and violence-free environments. However, to date, only three countries in the region—Uruguay, Argentina, and Ecuador—have ratified this instrument, highlighting the urgent need for other countries to adhere to this international standard.

In Peru, mobbing is classified as a crime under Article 151-A of the Penal Code, which defines it as the repeated conduct of harassing or intimidating a person, negatively affecting their daily life (Peña, 2021). This crime can be perpetrated through various means, such as phone calls, in-person harassment, or virtual stalking via social media. In comparative law, Spain amended Article 172 of its Penal Code through Organic Law 5/2010 to penalize real estate harassment and protect the right to enjoy one's home, whether by owners or tenants, against acts intended to force them to leave (Coromina, 2014). In countries like Mexico, Argentina, and Colombia, neighborhood harassment is also punishable, recognizing that the aggressor seeks to prevent the victim from living dignified in their home, effectively forcing them to vacate it (Peña, 2021).

This phenomenon also represents a social problem affecting broad sectors of the population, as evidenced by various reports from governmental entities, non-governmental organizations, and academic studies, including those from the National Institute of Statistics and Informatics (INEI) and the Ministry of Women and Vulnerable Populations (Quiroga, 2018). Therefore, it is essential to review current regulations and strengthen existing protection mechanisms.

In this context, the primary objective of this research is to analyze the manifestations, consequences, and legal approaches to mobbing in Peru, as well as its impact on legal security and social coexistence. Through a systematic review of recent and relevant literature, this study aims to provide a comprehensive view of the phenomenon to understand its magnitude and support the need to strengthen the regulatory framework and public policies aimed at protecting the fundamental rights of residents. Thus, the study seeks to contribute to the academic and social debate surrounding the prevention and treatment of mobbing, providing useful inputs for the formulation of more effective legal and social strategies.

Methodology

This research was developed using a systematic review methodology, following the guidelines of the PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analyses) method, widely recognized for its rigor and transparency in bibliographic reviews. This approach was complemented by non-conventional analysis using the IRaMuTeQ software, which allowed for a deep and efficient qualitative treatment of the collected data. The combination of both methods facilitated the identification of theoretical patterns and regulatory gaps in the literature, as well as strengthening the validity of the results by reducing potential methodological biases.

The study selection process included exhaustive searches in indexed databases, identifying relevant literature on mobbing and its implications for legal security and social coexistence. To ensure the quality and

relevance of the included studies, specific inclusion and exclusion criteria were applied. The inclusion criteria considered: (a) articles published in the last ten years; (b) studies explicitly addressing mobbing or neighborhood harassment and its impact on legal security and social coexistence; (c) research conducted in Latin American contexts or with direct relevance to the region; and (d) documents written in Spanish or English. In contrast, the exclusion criteria included: (a) studies that did not directly address the phenomenon of mobbing; (b) articles with insufficient data, lacking peer review, or with low methodological quality; (c) duplicate publications or with redundant information; and (d) documents in languages other than Spanish or English.

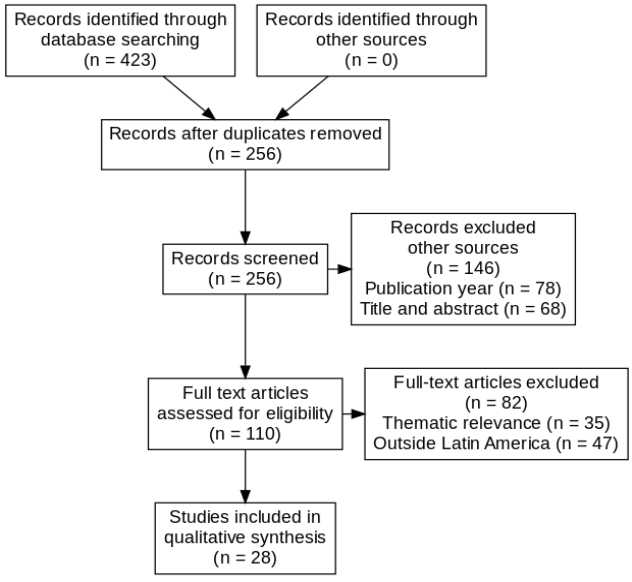
The article selection process, following the PRISMA diagram, began with the identification of 423 records resulting from a meticulous search in academic databases. Key terms related to mobbing, legal security, and social coexistence were employed, allowing for a broad and diverse spectrum of potentially relevant studies. This search strategy ensured the inclusion of updated and pertinent literature, encompassing both empirical research and theoretical analyses that provided a comprehensive view of the studied phenomenon. At this initial stage, no additional records were obtained from other sources. After collection, duplicates were removed, reducing the total to 256 unique records.

These 256 records underwent a preliminary evaluation. In this phase, 146 records were excluded for various reasons: 78 for not meeting the publication year criterion and 68 for being deemed irrelevant based on title and abstract. Consequently, 110 articles were selected for a detailed full-text evaluation.

During this thorough review, an additional 82 articles were excluded. The main reasons were a lack of thematic relevance (35 articles) and a failure to contextualize in Latin America (47 articles). Finally, after this rigorous selection process, 28 studies were included in the final qualitative synthesis, ensuring the relevance, timeliness, and appropriateness of the evidence analyzed for the research objectives.

This procedure, based on the PRISMA method, ensured the transparency and quality of the systematic review, allowing the obtained results to be solid, representative, and replicable. The integration of the PRISMA protocol with the qualitative analysis facilitated by IRaMuTeQ allowed for the identification of theoretical patterns, regulatory gaps, and the human and contextual dimensions of mobbing, contributing objectivity and enriching the conceptual framework of the study.

Figure 1.
PRISMA flow diagram of the article selection process included in the systematic review.



Results

From the state of the art, Coromina (2014) indicates that the typical forms in which mobbing manifests include excessive noise, insults, threats, and property damage. Similarly, Galán (2018) points out that the harasser engages in behaviors that disturb the tranquility of the victims. Peña (2021) highlights that neighborhood harassment can also be expressed through phone calls or virtual stalking on social media, as long as there is direct contact with the victim.

Other manifestations of mobbing or neighborhood harassment that affect the victim's daily life within their home are also identified, generating significant psychosocial consequences. Among these are forced displacement and psychological pressure. Coromina (2014) describes real estate mobbing as a phenomenon characterized by pressure exerted to force the abandonment of the home, using tactics ranging from intimidation to manipulation of information.

Ferreira et al. (2014) discuss the psychological wear-and-tear strategies employed by harassers to undermine the emotional stability of victims, creating hostile environments that provoke anxiety, stress, and sometimes damage to mental health. Díez-Fernández (2023) delves into residential discrimination and exclusion, arguing that harassment can deteriorate the perception of security and belonging, leading to social exclusion and isolation.

Ferro-Veiga (2014) warns that real estate harassment involves the violation of fundamental rights by turning the home—an environment intended for safety and protection—into a place of conflict and aggression. This rights violation exacerbates the impact of harassment on individuals' lives.

From a broader perspective, Gargantini (2019) notes that mobbing also produces social and community consequences by generating tensions in the social fabric, weakening community cohesion, and undermining peaceful coexistence. There is consensus in the specialized literature about the main manifestations of mobbing: verbal aggression, threats, disturbing noises, and property damage, all aimed at intimidating and disrupting the daily lives of victims.

Regarding its consequences, Coromina (2014) emphasizes that this type of harassment undermines individuals' rights to enjoy their property and live in a safe environment. Galán (2018) and Moreno-Solana (2021) agree that neighborhood harassment deteriorates mental and physical health, as well as the quality of life of victims. Tristán-Rodríguez (2019) adds that neighborhood conflicts can lead to chronic stress, anxiety, and negative impacts on mental health.

Luneke (2021) indicates that neighborhood harassment decreases quality of life by creating a constant climate of tension. García-Silva et al. (2022) argue that it also deteriorates social relationships, breaking community bonds and weakening social cohesion. In extreme cases, psychological wear-and-tear forces victims to relocate. Pacheco-Jiménez (2019) states that many individuals are compelled to abandon their homes in search of a safer environment.

The impact of harassment is not limited to mental health. Lamas (2018) warns that prolonged stress can lead to sleep disorders and physical illnesses. Moreover, according to Galeana and Jasso (2021), this type of violence generates distrust and social isolation as a defense mechanism.

Among the factors associated with neighborhood harassment, Coromina (2014) links its growth to processes of real estate speculation. Galán (2018) notes that victims are often low-income individuals, which limits their capacity for legal defense. Nieto-Nieves et al. (2023) emphasize the difficulty in proving this crime due to economic barriers and a lack of institutional support.

Figure 1
Word cloud



The analyses using IRaMuTeQ allowed for the identification of urban marginality and social inequality as structural factors that weaken the legal defense of victims against aggressors with greater economic power (Ratinaud & Déjean, 2009). Carvalho and Gomes (2022) define urban marginality as a phenomenon of exclusion within urban dynamics, characterized by spatial segregation and lack of access to basic services. Dantas (2022) links it to the theory of restrictive ambience, where certain urban environments limit development opportunities.

Regarding social inequality, Calzado (2014) associates it with urban violence and victimizing subjectivities (Bahamondes-González, 2012). CEPAL (2016) warns that this inequality persists and reproduces invisibly, perpetuating exclusionary social structures (Luneke & Trebilcock, 2021).

Concerning the legal approach, in Peru, mobbing is classified under Article 151-A of the Penal Code, which defines it as a repetitive conduct of harassment or intimidation that interferes with the victim's daily life (Quiroga, 2018). In Spain, Organic Law 5/2010 amended Article 172 of the Penal Code to penalize real estate harassment, protecting the right to enjoy one's home (Coromina, 2014). Countries like Mexico, Argentina, and Colombia also penalize this conduct to prevent the forced eviction of victims (Peña, 2021).

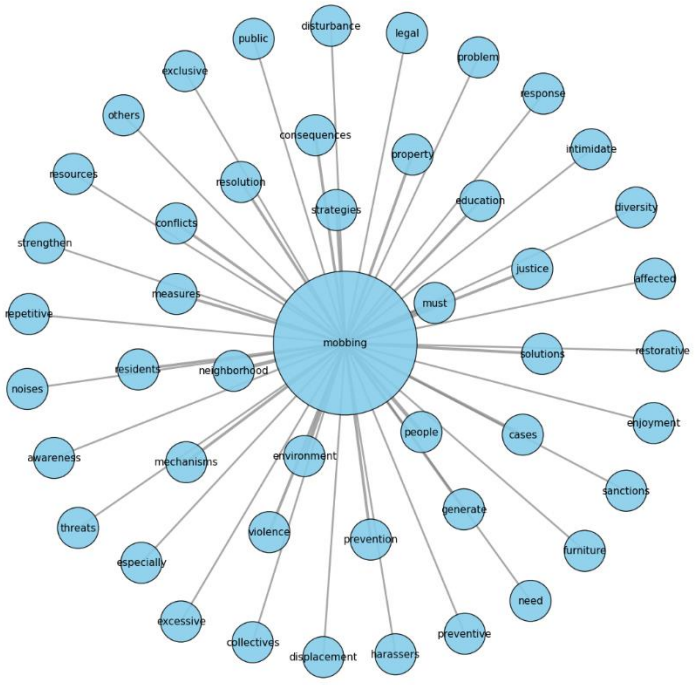
Citizen culture is presented as an essential component for strengthening coexistence and preventing neighborhood harassment. According to Muñoz-Palacios and Altamirano-Altamirano (2023), it comprises values, norms, and practices that promote solidarity, ethics, and mutual respect. For Quiroga (2018), it involves an active commitment to common well-being and social cohesion.

Education plays a crucial role in forming this culture. Santos dos Reis (2022) argues that educational programs fostering understanding and tolerance can mitigate violent urban images. Lamas (2018) suggests that the legitimate reporting of harassment should be part of an education for an active citizen culture.

Community participation is also key. Díaz-García and Esteves-Junior (2017) assert that urban insecurity can be combated through community involvement in coexistence spaces. Bahamondes (2012) emphasizes that overcoming stereotypes and promoting dialogue are fundamental actions for an inclusive citizen culture.

Figure 2

Co-occurrence map



The analysis using IRaMuTeQ allowed for the visualization, through co-occurrence maps, of how concepts such as urban coexistence, harassment, and citizen culture converge. According to Gargantini (2019), in contexts of urban informality, the solidarity and empathy promoted by citizen culture can enhance integration strategies. Machín (2008), in analyzing moral harassment at work, concludes that a citizen culture that rejects violence and promotes dialogue can prevent harmful conflicts in various social spheres.

Discussion

In analyzing the phenomenon of mobbing, it is evident that one of the most serious consequences is the violation of the right to property and domestic peace, affecting not only the individual tranquility of victims but also community coexistence and urban quality of life. Polanco de Lugo (2018) emphasizes that the constant disturbance resulting from these abusive behaviors generates a climate of insecurity and legal uncertainty among residents, which seriously compromises the protection of fundamental rights and the stability of the social fabric. This situation, as warned by Reinert (1990), directly impacts the legal security of the affected individuals, underscoring the urgency of having solid and effective legal responses to restore normalcy and trust in the residential environment.

There is consensus in the specialized literature regarding the need for a robust legal response that can restore legal security and social peace. According to Quiroga (2018), legislation should establish proportional and deterrent penalties, adapted to the new forms of harassment present in neighborhood contexts. In this regard, Pacheco-Jiménez (2019) proposes restorative justice as an effective alternative that, by favoring consensual conflict resolution, avoids prolonged judicial processes and promotes damage repair as well as the restoration of coexistence among the parties involved.

From a structural perspective, mobbing represents a threat not only to the individual but also to community cohesion and urban safety. Müllauer-Seichter (2019) highlights the need for comprehensive legal regulation that considers the diversity of harassment manifestations and guarantees effective protection in urban contexts. In this scenario, social mediation becomes relevant as a tool to achieve fair and equitable solutions, facilitating mutual understanding and strengthening community justice.

The construction of a comprehensive regulatory framework emerges as an imperative to address mobbing from a legal, preventive, and restorative perspective. Polanco de Lugo (2018) and Ferro-Veiga (2014) agree that legislation should not be limited to the application of penalties but should also include alternative conflict resolution mechanisms, such as community mediation and restorative justice. This normative triangulation allows for designing more effective and contextualized responses that address the complexity of neighborhood relationships and the evolution of contemporary harassment forms.

Prevention, in this framework, is configured as a fundamental axis. Machín (2008) suggests that the legal framework should include preventive strategies that reduce the incidence of mobbing and avoid overloading the judicial system. From a social psychology perspective, Jauch et al. (2023) warn that it is not enough to address manifest behaviors; it is also necessary to intervene on the attitudes, prejudices, and social perceptions that favor harassment and exclusion in residential contexts.

The implementation of neighborhood mediation programs and measures inspired by restorative justice has proven effective in the early resolution of conflicts, promoting a culture of respect, empathy, and peaceful coexistence. Nevertheless, significant challenges persist: the lack of legislative uniformity, divergence in the perception of mobbing, and limited public awareness about this phenomenon hinder its identification and reporting. In this regard, Moreno-Solana (2021) advocates for a proactive and holistic approach that incorporates awareness campaigns, civic education, and comprehensive management of psychosocial risk factors to address the problem from its structural roots.

Ultimately, addressing mobbing requires a dynamic, preventive, and restorative legal framework that can adapt to social transformations and guarantee effective protection of fundamental rights while strengthening legal security and harmonious coexistence in urban and residential environments. This comprehensive approach not only responds to legal needs but also to the social and cultural challenges posed by this expanding phenomenon.

Conclusions

It is concluded that mobbing constitutes a form of neighborhood violence that severely impacts legal security by violating fundamental rights such as the right to property, domestic peace, and peaceful coexistence. This phenomenon manifests through abusive and systematic behaviors—such as threats, property damage, psychological harassment, and residential exclusion—that generate negative consequences for mental health, community cohesion, and the exercise of civic rights.

The analyzed evidence suggests that the legal response must be comprehensive, combining preventive measures, proportional sanctions, and effective conflict resolution mechanisms such as social mediation and restorative justice. This approach allows not only for the sanctioning of behaviors but also for promoting environments of peaceful coexistence, restoring trust among the involved parties, and ensuring respect for fundamental rights.

Furthermore, the triangulation between normative analysis, public perception, and empirical evidence regarding preventive interventions reveals the complexity of the mobbing phenomenon. This diversity of

perspectives reinforces the need for adopting holistic strategies aimed at improving the legislative framework as well as promoting citizen culture, strengthening public awareness, and preventing neighborhood conflicts from early stages.

Public policies in Latin America show significant advances by incorporating prevention and sanction strategies into their regulatory frameworks; however, relevant challenges persist, such as the lack of legal uniformity, the limited practical implementation of existing norms, and the low public awareness of the problem. In this context, it is recommended to promote a legal and political agenda that fosters clear rules aligned with contemporary public law trends as part of a broader process of institutional modernization and strengthening of Good Governance (Descalzo, 2020).

Finally, this study underscores the importance of consolidating an interdisciplinary and participatory approach that articulates the regulatory, community, and educational levels to eradicate mobbing and ensure safe, inclusive, and just residential environments.

References

Bahamondes-González, L. A. (2012). Tribus urbanas: Discriminación y comunión en la era postmoderna. *Cuadernos Judaicos, (26).* https://doi.org/10.5354/0718-8749.2009.25049

Bahamondes, L. (2019). Tribus urbanas: Discriminación y comunión en la era postmoderna. *Cuadernos Judaicos, 6.* https://doi.org/10.5354/0718-8749.0.52249

Camargo, B. V., & Justo, A. M. (2018). IRaMuTeQ: Um software gratuito para análise de dados textuais. *Temas em Psicologia, 26*(2), 613–618. https://doi.org/10.9788/TP2018.2-09

Calzado, M. (2014). Violencia urbana y subjetividades victimizantes: Sentidos y experiencias organizativas de las víctimas de la inseguridad en Argentina. *Papeles del CEIC, 2014*(2). https://doi.org/10.1387/pceic.12956

Carvalho, F., & Gomes, N. (2022). Violência urbana e os flagelados sociais à brasileira: Rompendo com o discurso histórico negacionista. En *Pesquisas em saúde, meio ambiente e representação social* (pp. 62–79). Editora Inovar.

CEPAL. (2016). *El acoso sexual en los ámbitos laboral y educativo permanece invisible en América Latina y el Caribe, alerta la CEPAL.* https://www.cepal.org/es/noticias/acoso-sexual-ambitos-laboral-educativo-permanece-invisible-america-latina-caribe-alerta-la

Coromina, J. (2014). *Mobbing inmobiliario.* https://www.economistjurist.es/wp-content/uploads/sites/4/2014/12/5.A-fondo-1.pdf

Dantas, R. F. (2022). Violência e vulnerabilidades urbanas: Teoria da ambiência restritiva. *Dilemas, 15*(1), 277–302. https://doi.org/10.4322/dilemas.v15n1.40294

Díaz García, C. E., & Esteves Junior, M. (2017). Violencia urbana e inseguridad en espacios de vida colectiva. *Revista Brasileira de Estudos Urbanos e Regionais, 19*(3), 440. https://doi.org/10.22296/2317-1529.2017v19n3p440

Díez-Fernández, I. (2023). De las notas de un trabajador social: Revisión de violencias con una mirada comprensiva al sinhogarismo. *Trabajo Social Hoy, (99).* https://doi.org/10.12960/tsh.2023.0008

Ferreira, G., Silva, A., de Oliveira, A., & Corrêa, J. (2023). Impactos psicosociais das lesões orofaciais em mulheres vítimas de violência familiar. *Revista Caribeña de Ciencias Sociales, 12*(1), 400–408. https://doi.org/10.55905/rcssv12n1-024

Ferro-Veiga, J. M. (2014). *Acoso inmobiliario: El hogar como campo de batalla. Los límites de la verdad.* Createspace Independent Publishing Platform.

Galán, A. (2018). *El acoso inmobiliario: Una modalidad delictiva en auge.* https://iurisnow.com/es/articulos/acoso-inmobiliario/

Galeana-Cruz, S., & Jasso-López, C. L. (2021). Configuraciones urbanas y arquitectónicas ante la violencia y la inseguridad en Iztapalapa, Ciudad de México. *Quivera. Revista de Estudios Territoriales, 23*(2), 111. https://doi.org/10.36677/qret.v23i2.15196

García-Silva, S., Lima Junior, P., & Caruso, H. (2022). A violência urbana e escolar nas periferias de Brasília. *Educação & Sociedade, 43.* https://doi.org/10.1590/es.248105

Gargantini, D. M. (2019). Estrategias de integración urbana en contextos de informalidad y avance de la inseguridad. *Revista INVI, 34*(97), 105–127. https://doi.org/10.4067/S0718-83582019000300105

Jauch, M., Büttner, C. M., Rudert, S. C., & Greifeneder, R. (2023). Expecting exclusion: Does bracing for the worst buffer the pain of social exclusion? *European Journal of Social Psychology, 53*(4), 746–765. https://doi.org/10.1002/ejsp.2934

Lamas, M. (2018). *Acoso ¿Denuncia legítima o victimización?* Fondo de Cultura Económica. https://erevistas.uacj.mx/ojs/index.php/noesis/article/view/3516

Luneke, A. (2021). Inseguridad urbana, participación ciudadana y cuidado vecinal: La búsqueda por protección en los barrios. *Revista INVI, 36*(102), 302–327. https://doi.org/10.4067/S0718-83582021000200302
Luneke, A., & Trebilcock, M. P. (2021). Transformaciones urbanas, espacio vecinal y lo que se esconde detrás del temor al delito. En *Prevención del delito y la violencia* (pp. 199–220). Ediciones Universidad Alberto Hurtado.
Machín, V. C. (2008). *El régimen jurídico del acoso moral en el trabajo.*
Moreno-Solana, A. (2021). El correcto cumplimiento del deber de prevención ante el acoso: La diligente gestión de los factores de riesgos psicosociales y la indemnización por los incumplimientos. *Revista de Trabajo y Seguridad Social. CEF, (213),* 213–223. https://doi.org/10.51302/rtss.2021.2444
Müllauer-Seichter, W. (2019). Conflictos vecinales y mediación social en los condominios populares de Lima (Perú). *Disparidades. Revista de Antropología, 74*(2), 023. https://doi.org/10.3989/dra.2019.02.023
Muñoz-Palacios, M., & Altamirano-Altamirano, S. J. (2023). Violencia patrimonial conyugal como factor influyente en el manejo de las emociones. *Killkana Social,* 7(2), 107–122. https://doi.org/10.26871/killkanasocial.v7i2.1283
Nieto-Nieves, R. A., López-Pinos, L. A., & Gallegos-Avendaño, M. C. (2023). Los procesos del visto bueno por acoso laboral y su incidencia en la seguridad jurídica. *Runas. Journal of Education and Culture, 4*(7), e230111. https://doi.org/10.46652/runas.v4i7.111
OIT. (2021). *OIT y ONU Mujeres: Es hora de decir basta a la violencia y el acoso laboral en América Latina y el Caribe.* https://www.ilo.org/americas/sala-de-prensa/WCMS_807516/lang--es/index.htm
Pacheco-Jiménez, M. N. (2019). El alojamiento colaborativo: Problemas regulatorios y conflictos vecinales. *Derecho Privado y Constitución, (34),* 97–138. https://doi.org/10.18042/cepc/dpc.34.03
Peña, D. (2021). *Acoso y ciberacoso: Un ensayo sobre estos delitos en la legislación peruana.* https://blogs.upn.edu.pe/derecho/2021/02/11/acoso-y-ciberacoso-un-ensayo-sobre-estos-delitos-en-la-legislacion-peruana/
Polanco de Lugo, E. (2018). Justicia restaurativa: Una visión de resolución de conflictos vecinales en Venezuela. *Iustitia Socialis, 3*(5), 8. https://doi.org/10.35381/racji.v3i5.167
Quiroga, M. Á. (2018). Acoso moral en el trabajo: De su construcción jurisprudencial a una necesaria regulación legal. https://doi.org/10.5209/FORO.61816
Ratinaud, P., & Déjean, S. (2009). IRaMuTeQ: Implémentation de la méthode ALCESTE d'analyse de texte dans un logiciel libre. *Actes des JADT, 2009.*
Reinert, M. (1990). Alceste, une méthodologie d'analyse des données textuelles et une application: Aurelia de G. de Nerval. *Bulletin de Méthodologie Sociologique,* 26(1), 24–54. https://doi.org/10.1177/075910639002600103
Santos dos Reis, S. (2022). Inferno: As faces da violência e as imagens urbanas no romance de Patrícia Melo. *Anais dos Seminários de Iniciação Científica, 24.* https://doi.org/10.13102/semic.vi24.8417
Tristán-Rodríguez, M. S. (2019). Ciudades mexicanas y discriminación ambiental: Los retos de la justicia ambiental urbana. *Derecho y Ciencias Sociales, (21),* 130–144. https://doi.org/10.24215/18522971e059
Vaeza, M., & Pinheiro, V. (2021). *Un esfuerzo en América Latina y el Caribe para poner fin a la violencia en el trabajo.* https://lac.unwomen.org/es/noticias-y-eventos/articulos/2021/12/un-esfuerzo-en-america-latina-y-el-caribe-para-poner-fin-a-la-violencia-en-el-trabajo