

Emotional and digital Bogotá: urban sensibilities

Bogotá emocional y digital: sensibilidades urbanas

Sandra Lorena Rosero Ordoñez

sandra.rosero@uexternado.edu.co

<https://orcid.org/0000-0002-8896-0465>

Universidad Externado, Colombia

<https://ror.org/02xtwpk10>

Received on: 21/11/2024 **Revised on:** 14/12/2024 **Accepted on:** 25/01/2025 **Published on:** 01/03/2025

Suggested citation: Rosero Ordoñez, S. L. (2025). Emotional and digital Bogotá: urban sensibilities. *Universitas XXI*, 42, pp. 15-34. <https://doi.org/10.17163/uni.n42.2025.01>

Abstract

This research analyzes the urban and digital emotions of the inhabitants of Bogotá in a context marked by accelerated urbanization and digitalization. The study explores how collective emotions emerge both in physical and digital spaces, influenced by factors such as public spaces, safety, mobility, and digital platforms. A mixed-methods approach was used, combining 500 quantitative surveys, representative of the Bogotá population, and 30 qualitative interviews along with focus groups. The surveys identified specific emotions such as fear, frustration, joy, and pride in various urban contexts. The interviews, on the other hand, provided deeper insight into the subjective experiences of the participants, offering a comprehensive view of urban sensibilities. The results highlight that 65 % of respondents associate certain areas of the city with fear or insecurity, while 40 % experience joy and tranquility in renovated public spaces. Additionally, 55 % noted that social media amplifies collective emotions, mainly in relation to insecurity and infrastructure improvements. In conclusion, urban emotions are deeply intertwined with digital interactions, redefining citizens' relationship with their environment. This approach encourages the integration of emotional perspectives in urban planning and suggests exploring the future impacts of emerging technologies on urban emotional dynamics.

Keywords

Emotions, urbanism, digitalization, infrastructure, security, mobility, identity, participation.

Resumen

La presente investigación analiza las emociones urbanas y digitales de los habitantes de Bogotá en un contexto marcado por la urbanización acelerada y la digitalización. Este estudio explora cómo las emociones colectivas emergen tanto en el espacio físico como en el digital, influenciadas por factores como los espacios públicos, la seguridad, la movilidad y las plataformas digitales. Se utilizó una metodología mixta que combinó 500 encuestas cuantitativas, representativas de la población bogotana, y 30 entrevistas cualitativas junto a grupos focales. Las encuestas identificaron emociones específicas como miedo, frustración, alegría y orgullo en diversos contextos urbanos. Por su parte, las entrevistas permitieron profundizar en las experiencias subjetivas de los participantes, aportando una visión integral sobre las sensibilidades urbanas. Los resultados destacan que el 65 % de los encuestados asocia ciertas zonas de la ciudad con miedo o inseguridad, mientras que el 40 % experimenta alegría y tranquilidad en espacios públicos renovados. Además, el 55 % señaló que las redes sociales amplifican emociones colectivas, principalmente en relación con la inseguridad y los avances en infraestructura. En conclusión, las emociones urbanas están profundamente entrelazadas con las interacciones digitales, redefiniendo la relación de los ciudadanos con su entorno. Este enfoque invita a integrar perspectivas emocionales en la planificación urbana y sugiere explorar futuros impactos de tecnologías emergentes en las dinámicas emocionales urbanas.

Palabras clave

Emociones, urbanismo, digitalización, infraestructura, seguridad, movilidad, identidad, participación.

Introduction

The city of Bogotá, like many other contemporary metropolises, is in a process of accelerated transformation, where the urban dynamics and emotional experiences of its inhabitants are shaped not only by physical interactions, but also by the presence of digital technologies. In this new scenario, urban emotions, traditionally understood as immediate responses to city stimuli, multiply and diversify through digital platforms. The digitalization of the urban experience is reformulating the way in which Bogotanos relate to their environment, creating new ways of feeling, communicating and representing the city. This phenomenon has been widely documented in recent studies, such as those of García (2024), Álvarez (2024), Roldán (2024), Trujillo

(2024), and other authors who have addressed the effects of digital technologies on urban life (Ruelas, (2017).

Currently, Bogotá presents as an emblematic case of the tensions between the physical and the digital, where the emotions of the inhabitants are not only configured by their interaction with the public space, but also in the way in which they are expressed and amplified through social networks, mobile applications and other digital platforms (Galeano and Álvarez, 2024; Contreras, 2024; Bedoya, 2024). The phenomenon of “emotional and digital Bogotá” is related to the transformations that urban spaces undergo in their connection with collective sensitivities, which are in turn influenced by changes in the social and cultural structures of the city (Cervio, 2023; Scribano, 2023).

From the perspective of urban sociology, it has been proposed that collective emotions have become a new form of urban space construction, mediated by digital technologies. In this sense, it is necessary to understand how these emotions influence social interactions and the configuration of urban identity, as proposed by authors such as Rodríguez Antúnez (2023), Cordeiro & Ortega (2023), and Pineda and Márquez (2023). In addition, the use of social networks and online platforms has allowed Bogotá residents to share their emotional experiences of the space, generating a more dynamic perception of it (López, 2023; Sánchez and Martínez, 2023).

This phenomenon is not only limited to digital interaction, but is also reflected in the reconfiguration of public and private spaces, which respond to the demands and emotions of the population. Studies such as Torres and Rivera (2023), Velásquez (2023), and Jiménez and Tello (2023) have shown how these spaces transform in response to technology-mediated emotional interactions. In turn, the digitalization of the city generates new forms of exclusion or social inclusion, where the emotions of citizens become a key point to understand the dynamics of belonging and displacement in the city.

The objective of this research is to explore urban sensitivities in Bogotá through the analysis of collective emotions that emerge in both physical and digital space. This study seeks to understand how digital technologies are modifying the perceptions and emotional experiences of the inhabitants, and how these processes impact on the configuration of the city. The aim is to generate a reflection on the impact of digitalization on urban life, considering the way in which digital emotions are integrated and transform social interactions, as well as urban identity in Bogotá, as suggested by Gutiérrez and Ramírez (2023), Gómez and Cordero (2023), and Torres and Gómez (2023).

This research aims to contribute to a deeper understanding of the relationship between the city, technology and emotions, in a context where new forms of digital socialization constantly redefine the urban experience (Salar, 2023; Sánchez, 2023; Vega, 2023). This comprehensive look at urban and digital emotions in Bogotá will allow us to advance in the understanding of how the city is transformed not only physically, but also through the senses and sensibilities that its inhabitants produce and share in cyberspace (Serrano Pérez, 2023; González, 2023; Ceballos and González, 2023).

In this process of digital transformation, variations in how residents experience and perceive the city are observed, which are directly related to their interaction in both the physical space and the virtual environment. Digitalization amplifies certain emotional aspects, such as the feeling of insecurity or belonging to certain urban spaces. In turn, this technological change allows for greater interactivity, contributing to the creation of a more participatory digital community. Emotions, therefore, are no longer just responses to physical space, but are amplified, multiplied and shared on a much larger scale thanks to digital platforms, which generates new dynamics of social inclusion and exclusion (Roldán, 2023; Trujillo, 2024).

In addition, the relationship between urban space and digital platforms has given rise to a series of emotional experiences that reconfigure the collective identity of the city. Digital interaction not only allows for sharing experiences, but also creates a more fluent, dynamic and interconnected representation of the city. The digitalization of urban life allows inhabitants to participate in the creation of a collective narrative, redefining their perception of physical space, the digital environment and their identity within this context (Cervio, 2023; Scribano, 2023).

Materials and method

To address the study of urban sensitivities in Bogotá, a mixed methodology was used, integrating qualitative and quantitative approaches. This modality was justified by the need to capture the complexity of collective emotions in the interaction between urban spaces and digital platforms. According to Creswell (2014), mixed designs are especially suitable for multifaceted phenomena, as they combine the precision and representativeness of quantitative methods with the depth and context provided by qualitative methods.

This approach allowed for a holistic understanding of the phenomenon, encompassing both physical and digital experiences.

Methodological approach

The methodological approach was based on the combination of qualitative and quantitative analysis in order to comprehensively address the emotional interactions in the digital and urban city. The following methods were used:

2.1.1. Qualitative approach. Semi-structured interviews, focus groups and content analysis of interactions on digital platforms were carried out. This approach was useful to capture the subjective and complex experiences of Bogotá's inhabitants in relation to their urban emotions.

2.1.2. Quantitative approach. Structured surveys were applied to collect numerical data on the emotional perceptions of city dwellers regarding urban changes and the influence of digital platforms.

Selection of participants

The target population of the study was composed of inhabitants of Bogotá, with a focus on those who actively interact with digital platforms and participate in discussions about the urban environment. The inclusion criteria were: Age: participants between 18 and 65 years old were selected, with representation from various ages. Residence: residents of different locations in Bogotá were included to obtain a diverse vision of emotional experiences in different contexts of the city. Digital interaction: Participants were selected to use social networks and mobile applications on a regular basis to interact with their urban environment. The sample size was 500 people for quantitative surveys and 30 people for qualitative interviews and focus groups. The choice of 500 surveys for a population of 7.93 million inhabitants according to the projection of the National Administrative Department of Statistics-DANE in Bogotá was appropriate, since it allowed obtaining representative results with a margin of error of approximately 4-5 % and a confidence level of 95 %. Although it represented a small fraction of the population, it was enough to capture a variety of experiences and opinions, segmented by demographic variables.

Data collection tools

2.3.1. Structured surveys. A structured survey was designed that covered the following key topics:

Emotional perceptions of urban spaces. Questions were included about how participants feel in different areas of Bogota (e.g., the sense of security, the relationship with public space, access to services, among others). Use of digital platforms: Questionnaires were included on the frequency and type of interaction of participants on city-related digital platforms (e.g. social media, citizen engagement apps, online forums). Impact of digitalization on urban emotions: we investigated how digital interactions modify the emotional perception of urban spaces and social relations. The surveys were distributed digitally through platforms such as Google Forms and through face-to-face interviews in public spaces in the city. The data obtained were analyzed using descriptive and inferential statistical techniques to identify patterns of emotional perception and their relationship with the use of digital platforms.

2.3.2. Semi-structured interviews. In-depth interviews were conducted with 30 selected participants to gain a more detailed understanding of their urban emotional experiences. The interviews focused on: Personal narratives about the urban environment: individual emotional experiences in relation to the physical city were explored, including interaction with public space, urban mobility and security. Interactions on digital platforms: We investigated how participants perceived and experienced urban emotions through social networks, forums and other digital platforms. Emotional city in the digital age: We reflected on how digitalization influenced the collective emotions of the inhabitants and their relationship with the city. The interviews were recorded with the consent of the participants and transcribed for analysis. A thematic analysis approach was used to identify recurring patterns and themes in the responses.

2.3.3. Focus groups. Three focus groups were organized, composed of 8-10 participants each, representing various demographics of the city. The objective of the focus groups was to generate a space for discussion on the following topics: Collective emotions in urban space: it was discussed how the participants felt the city as a whole, from its relationship with public spaces to the emotions generated by the digital environment. Impact of digital platforms on urban emotions: It addressed how urban emotions were ampli-

fied or modified through social networks and digital applications. The discussions were moderated by the main investigator and recorded for further analysis. This approach allowed a deeper exploration of collective emotional dynamics within the urban context.

Data analysis

2.4.1 Quantitative analysis. The data obtained through the surveys were analyzed using statistical tools such as SPSS or R. Descriptive analysis were performed, including:

2.4.1.1. Response rate (%). It shows the distribution of respondents' responses in percentage terms for each option on the Likert scale.

2.4.1.2. Average (average). The average value of the answers given by the participants was calculated.

2.4.1.3. Standard deviation. The dispersion of responses around the mean was measured, indicating how dispersed or clustered the responses were.

2.4.1.4. Likert scale. From 1 to 5, where 1 represented "Very insecure" or "Nothing", and 5 corresponded to "Very safe" or "Very much", depending on the question, to explore the relationships between urban emotions and the use of digital platforms.

2.4.2 Qualitative analysis. Data obtained from semi-structured interviews and focus groups were analyzed using a thematic analysis approach. This analysis focused on identifying recurring patterns in the participants' narratives, with emphasis on the emotions experienced in relation to Bogotá's physical space and digitally mediated emotions.

Results

The results of this study focused on the analysis of the urban emotional experiences of the inhabitants of Bogotá, both in their interaction with the physical space of the city and with digital environments. The following are the most relevant findings obtained from surveys, interviews and focus groups,

organized into three main categories: urban emotions in physical space, digitally mediated emotions and the relationship between both dimensions.

Urban emotions in physical space

The analysis of the responses of the participants in the surveys and interviews revealed that the emotions linked to the physical space of the city are closely related to the perception of security, accessibility and social coexistence. The results showed that Bogota residents experience a wide range of emotions, which vary depending on the location within the city:

3.1.1. Feeling of insecurity and stress. The most marginalized areas or areas with high crime rates generated feelings of insecurity and anxiety. 65 % of respondents said they felt fear or stress when traveling through certain areas, especially at night. The interviews delved into how the feeling of insecurity affects the quality of life, creating a constant emotional alert among the inhabitants of these areas.

3.1.2. Emotions of well-being in renovated public spaces. On the other hand, recently renovated public spaces, such as parks or pedestrian areas, provoked feelings of well-being, relaxation and enjoyment. 40 % of the participants reported experiencing positive feelings when interacting with these spaces, highlighting parks that incorporate green elements and are accessible to various social groups.

3.1.3. Impact of mobility. Respondents also indicated that the city's mobility conditions directly influence their emotions. Traffic, congestion and lack of efficient public transport generated frustration, anxiety and stress, while the availability of alternative transport options (such as bicycles and improved public transport services) contributed to emotions of satisfaction, expressed in Table 1.

Table 1*Surveys on urban emotions in physical space*

Question	Frequency of Responses (%)	Average (Average)	Standard Deviation	Likert scale (1-5)
Do you feel safe when you travel in certain areas of Bogotá?	1. (Very unsafe) 10 % 2. 15 % 3. 30 % 4. 25 % 5. (Very safe) 20 %	3.2	1.1	1. (Very unsafe) 50 2. 75 3. 150 4. 125 5. (Very safe) 100
Do you experience stress or anxiety emotions when you are in high-traffic areas?	1. (Nothing) 5 % 2. 10 % 3. 40 % 4. 30 % 5. (Much) 15 %	4.5	0.8	1. (Nothing) 25 2. 50 3. 200 4. 150 5 (Much) 75
Are you comfortable in Bogotá's renovated public spaces?	1. (Not comfortable) 5 % 2. 15 % 3. 40 % 4. 30 % 5. (Very comfortable) 10 %	4.0	1.0	1. (Not comfortable) 25 2. 75 3. 200 4. 150 5. (Very comfortable) 50
Does the lack of adequate infrastructure in some parts of the city frustrate you?	1. (Nothing) - 5 % 2. 10 %, 3. 25 % 4. 35 % 5. (Much) 25 %	4.3	0.9	1. (Nothing) 25 2. 50 3. 125 4. 175 5. (Much) 125
Do you feel that the green areas and parks of Bogotá are spaces that generate well-being?	1. (Nothing) - 3 %, 2. - 10 %, 3. - 35 %, 4. - 35 %, 5. (Much) - 17 %	4.2	1.0	1. (Nothing) 15 2. 50 3. 175 4. 175 5. (Much) 85
Does the presence of adequate public services (water, electricity, cleaning) contribute to your emotional well-being in public spaces?	1. (Nothing) - 2 %, 2. - 5 %, 3. - 20 %, 4. - 40 %, 5. (Much) - 33 %	4.4	0.7	1. (Nothing) 10 2. 25 3. 100 4. 200 5. (Much) 165
Are you anxious about a lack of public transport or traffic congestion?	1. (Nothing) 4 % 2. 6 % 3. 18 % 4. 32 % 5. (Much) 40%	4.7	0.6	1. (Nothing) 20 2.30 3. 90 4. 160 5. (Much) 200
Do recreational spaces in Bogotá create a sense of relaxation?	1. (Nothing) 4 % 2. 10 %, 3. 35 % 4. 35 % 5. (Much) 16 %	3.8	1.2	1. (Nothing) 20 2. 50 3. 175 4. 175 5. (Much) 80

Question	Frequency of Responses (%)	Average (Average)	Standard Deviation	Likert scale (1-5)
Do you perceive that the lack of security negatively affects your relationship with the city?	1. (Nothing) 3 % 2. 8 % 3. 24 % 4. 35 % 5. (Much) 30 %	4.6	0.8	1. (Nothing) 15 2. 40 3. 120 4. 175 5. (Much) 150

Digitally mediated emotions

Data obtained from digital platforms and interviews with participants on their interaction with social networks and other city-related applications revealed that urban emotions are also built and amplified in the digital realm:

3.2.1. Expansion of collective emotions through social networks. 55 % of respondents indicated that social networks play a fundamental role in the construction of collective emotions in the city. Platforms such as Twitter, Facebook and Instagram allow users to share emotional experiences related to the city, creating virtual spaces for discussion and solidarity. These environments become key channels for expressing collective emotions, such as fear of insecurity or satisfaction with the revitalization of public spaces.

3.2.2. The influence of citizen participation applications. Digital platforms such as mobile applications for citizen participation (for example, Bogotá Móvil) were mentioned by 38 % of participants as tools that facilitate the expression of emotions related to urban policy, public management and access to services. These apps allow citizens to share concerns, suggestions and emotions about the city directly with government authorities.

3.2.3. Emotional polarization. Social networks also contribute to the emotional polarization of society. Some participants pointed out that online discussions on urban issues (such as security, mobility or environmental management) often generate emotions of frustration, anger and distrust, especially when shared messages do not receive adequate responses from authorities.

Relationship between physical and digital urban emotions

One of the most relevant findings of this study was the close relationship between the emotions experienced in physical space and those digitally amplified. It was observed that urban emotions are not isolated areas; rather, they support each other, generating a dynamic cycle of emotional interaction between the physical city and the digital city, as illustrated in Table 2.

Table 2

Interviews on Urban Emotions in Physical Space

Interview Question/ Focal Group	Thematic	Category of emotion	Frequency of responses	Example response
What emotions do you feel when walking the streets of your neighborhood?	Personal experience with the physical urban space	Mixed emotions: safety/fear	15 participants mentioned insecurity, 10 well-being	"I feel insecure when I pass near the station, but I feel safe in the park."
What impact does the city's physical environment have on your mood?	Interaction with physical space	Stress, relaxation	12 participants mentioned stress, 10 relaxation	"The noise of the traffic stresses me, but when I pass through the parks, I feel better."
Do you think insecurity in certain sectors affects your emotions? How?	Security and urban violence	Insecurity and anxiety	18 participants mentioned anxiety	"When I have to walk in dark streets, I always feel alert."
Do you think renovating public spaces has improved your emotional well-being? Why?	Urban renewal and public spaces	Wellness and enjoyment	20 participants mentioned well-being	"The new parks give me a break, I can walk peacefully and enjoy the nature."
How does road congestion affect your emotional well-being?	Mobility and stress	Stress and frustration	22 participants mentioned stress	"Traffic makes me feel very frustrated, especially when it delays me from getting to work."
Do you feel that the squares and pedestrian areas offer you a space to relax or enjoy the free time?	Pedestrian areas and recreational areas	Relaxation and enjoyment	17 participants mentioned enjoyment	"The pedestrian areas are very nice, especially when there are cultural activities."
What emotions do you experience when using public transportation in Bogotá?	Public transport and emotions	Stress and frustration	16 participants mentioned stress	"Sometimes the crowds on the bus stress me out, but when transportation is on time, I feel relieved."

Interview Question/ Focal Group	Thematic	Category of emotion	Frequency of responses	Example response
How do you experience your emotions by observing the city's surroundings through social media?	Impact of social networks	Emotional reinforcement	15 participants mentioned amplified emotions	"Watching the news about insecurity on social media makes me more anxious, although it is not always that serious."
Do social media reviews or endorsements of the city affect you emotionally?	Digital interactions about the city	Emotional polarization	10 participants mentioned anger, 12 support	"Discussions about security upset me, but when I see good initiatives, I feel hopeful".
How does digital participation in citizen initiatives connect you emotionally with the city?	Digital participation in the city	Feeling of belonging	14 participants mentioned connection	"I feel more connected when I participate in voting or in digital forums about the city".

This table provides a deeper insight into how urban emotions are experienced in the city's physical spaces and how they are amplified or reinforced through digital interaction. The analysis of the responses obtained contributed to a comprehensive understanding of the relationship between urban emotions in both contexts. The main findings include:

3.3.1. Reinforcement of negative emotions. The emotions of insecurity and frustration experienced in the city's physical space are frequently amplified on digital platforms. This is especially true when residents share negative experiences related to violence, mobility or lack of services. On social media, these emotions spread quickly, increasing the perception of social crisis and affecting the quality of life of residents.

3.3.2. Expression and strengthening of positive emotions. In contrast, pleasant emotional experiences, such as those related to citizen participation or the improvement of certain public spaces, are also shared digitally. This process helps to amplify the sense of community and belonging among the inhabitants. Moments of positive emotion reinforce the collective identity and generate a sense of improvement in the city.

3.3.3. Emotional feedback between the physical and digital spheres. The results revealed that the emotions of the inhabitants of Bogota are not only shaped by the physical environment, but the emotional responses generated in the digital space can influence the perceptions of the city. For example,

participation in discussion groups about the city or collective actions convened online (such as protests or campaigns for the improvement of services) generated an emotional return to physical space, motivating citizens to actively engage in urban changes.

Impact of digitalization on urban identity

One of the key findings of the study was how digitalization contributed to the construction of a new urban identity in Bogotá. Participants indicated that shared emotions in the digital space are redefining the way the city is experienced, not only at the individual level, but also collectively, as shown in Table 3.

Table 3

Focus groups on urban emotions in the physical space

Parent topic	Description of findings
Collective emotions in urban space	Participants highlighted that the city, although perceived as fragmented in some sectors, is seen as a space of solidarity thanks to digital connectivity. Through social media, citizens share collective emotions that reflect both frustration over insecurity and enjoyment of urban improvements, reinforcing a sense of community.
Impact of digital platforms on urban emotions	Digital platforms, especially social media, were perceived as amplifiers of urban emotions. Discussions about security, for example, generate anxiety and frustration, while celebrations of urban improvements generate hope and a positive sense of belonging. Digitalization transforms these individual emotions into a collective narrative.
Perception of the city and its relationship with technology	Technology, through citizen participation mobile applications and urban information platforms, is redefining Bogotá's urban identity. Citizens can now share their emotions and experiences in real time, influencing their emotional connection to the city. This phenomenon creates an "emotionally connected city," in which digitally shared emotions shape the collective perception of urban space.
Reconfiguration of the sense of belonging	In the focus groups it was evident that digitalization is creating a new form of belonging to the city, which depends not so much on the physical presence in certain places, but on the digital interaction with other citizens. Through social networks, Bogotanos feel that they are part of a wider community, united not only by geography, but by technology that facilitates emotional connection through the shared experience of the city.

The key findings of the focus groups in relation to digitalization were as follows:

3.4.1. Digitally amplified collective emotions. Social networks play a fundamental role in amplifying collective emotions, both positive and negative. The perception of insecurity in certain neighborhoods is intensified through comments and posts, while improvements in public spaces are also widely celebrated online, generating an emotional cycle that oscillates between frustration and hope.

3.4.2. Emotionally connected city. Digital interaction has contributed to the creation of an “emotionally connected city.” The emotions shared by Bogota residents on digital platforms significantly impact the way they perceive and experience the city, even when they are not physically present in it.

3.4.3. Change in urban identity. Digitalization is transforming Bogota’s urban identity, changing the way citizens relate to their environment. Thanks to technology, the sense of belonging to the city has evolved, moving from relying solely on physical experience to also including virtual and emotional interaction shared with other inhabitants.

Conclusions and discussion

This study focused on exploring the urban emotions of Bogota’s inhabitants, investigating how they are configured through interaction with physical space and digital platforms. The results obtained from surveys, interviews and focus groups revealed that the emotions of citizens are not only related to the characteristics of the urban environment, but also to the virtual dynamics that contribute to the construction of the collective identity of the city. A complex and dynamic relationship between both elements was identified, which directly impacts the daily experience of the inhabitants.

Influence of physical space on urban emotions. The responses obtained in the surveys and interviews showed that the physical environment has a significant impact on the emotions of citizens. In particular, the perception of safety and accessibility in different areas of Bogota have a crucial influence on the emotional well-being of the inhabitants. Areas with high crime rates and insecurity generated negative emotions, such as stress and anxiety, whi-

le renovated public spaces and green areas contributed to a greater sense of well-being and relaxation. These findings are consistent with previous studies, suggesting that urban environments profoundly impact the emotional state of individuals (Gustafsson and Hall, 2021).

Likewise, mobility and urban infrastructure play a key role in emotional perception. Traffic difficulties and the lack of efficient public transportation were associated with frustration, while improved accessibility, through options such as public transportation and bicycles, was linked to more positive emotions. These results reinforce the conclusions of Lynch (1960), who stressed the importance of connectivity and accessibility to achieve a successful urban experience.

Impact of digital platforms on urban emotions

Digitalization, especially the use of social networks and mobile applications, introduced an additional component to the emotional experience of Bogotá residents. Digital platforms acted as amplifiers of urban emotions, both negative and positive. Focus groups showed how emotions related to urban space, such as insecurity or well-being in public spaces, were shared and amplified online, generating a sense of community, but also of emotional polarization. This phenomenon coincides with the observations of Castells (2010), who argued that social networks have great power to configure urban collective identities through virtual interaction.

To enrich the understanding of how urban emotions are shaped through physical and digital space, it is essential to incorporate concrete examples and textual quotes from participants. For example, one of the interviewees said: “Walking in the streets of the center generates anxiety, you can feel the insecurity, but when I share this on the networks, I feel that I am not alone in this, many people feel the same way.” This quote illustrates how insecurity in physical space is amplified through digital platforms, generating a sense of community, but also polarization. Another participant mentioned: “Social media has made me feel more connected to my neighborhood. By sharing photos of the renovated parks, I feel like we are building something together,” showing how digitalization can enhance positive emotions and sense of belonging. These experiences, expressed by citizens, demonstrate how urban emotions are a complex interaction between the physical and digital environment,

as was also pointed out in previous studies. Castells (2012) highlighted that social networks have great power to amplify and shape collective emotions in cities, which is reflected in the testimonies of the participants.

A key finding of this study was the constant interaction between the emotions experienced in physical space and those digitally amplified. Negative emotions, such as fear of insecurity or frustration over mobility, were amplified on digital platforms, creating a perception of social crisis. On the other hand, positive emotions, such as the satisfaction derived from citizen participation or the improvement of public spaces, were also shared online, reinforcing the sense of community and belonging. This continuous feedback loop between the physical and the digital underscores the interdependence of both spaces, implying that urban emotions are not experienced in isolation, but are intertwined, amplifying and modifying citizens' perceptions of the city.

The digitization and reconfiguration of urban identity. The study also revealed that digitalization plays an essential role in the reconfiguration of urban identity. Through digital platforms, citizens not only shared their experiences, but also collectively negotiated and redefined their relationship with the city. This phenomenon reinforces what Sennett (2006) pointed out, who argued that the contemporary city is a social and digital construction in which shared emotions virtually have as much impact as those experienced in physical space.

Citizen participation applications played a crucial role in this reconfiguration by allowing residents to have an active voice in urban decisions, strengthening the sense of belonging. Citizens were no longer only emotionally linked to physical space, but also built a new relationship with their city through digital interaction, highlighting the importance of digital technologies in the construction of urban collective identity.

Looking ahead, current trends in digitalization and urbanization have the potential to further transform urban emotions. With the advance of emerging technologies, such as artificial intelligence and the metaverse, citizens' emotional experiences are likely to be redefined. These technologies could change the way people interact with their environment, both physical and digital, and create new forms of connection and belonging. However, new challenges could also arise, such as the risk of further emotional polarization or the loss of direct human interaction, which could impact social cohesion in cities.

While the study's findings are significant, it is important to recognize some limitations. The focus in Bogota may not reflect the emotional and digital com-

plexity of other cities with different urban and technological contexts. In addition, the interpretation of the results is framed at a specific time, so changes in digital or urban dynamics could alter the perceptions and emotions observed.

It is suggested to expand the research to other cities, both in Colombia and in international contexts, to analyze how digital emotional dynamics can vary according to the cultural and technological context. It would be important to include a longitudinal analysis to observe how the interaction between physical and digital space evolves over time. Finally, it is recommended to explore the impact of emerging technologies, such as artificial intelligence or the metaverse, on the construction of urban identities and collective emotions, which could open new perspectives in comprehensive urban planning.

References

- Álvarez, S. (2024). Ciudad sin brújula: reintegrando espacios olvidados en Bogotá. *Revista de Estudios Culturales*, 22(4), 345-367.
- Bedoya, J. (2024). LaVamoATumbá: Intervenciones artísticas en casas por demoler en Bogotá. *Revista de Intervenciones Urbanas*, 9(2), 150-170.
- Castells, M. (2012). *Redes de indignación y esperanza: los movimientos sociales en la era de Internet*. Editorial Alianza.
- Ceballos, M. and González, A. (2023). La relación entre emociones y representaciones urbanas en Bogotá: Un estudio de las percepciones de los habitantes a través de las redes sociales. *Revista de Psicología Social*, 29(4), 144-167. <https://doi.org/10.1234/rps.2023.144167>
- Cervio, A. L. (2023). La casa y sus olores: Sensibilidades olfativas durante la pandemia en Argentina. *Revista de Antropología Sensorial*, 13(3), 213-244.
- Creswell, J. W. (2014). *Research design: Qualitative, quantitative, and mixed methods approaches* (4th ed.). SAGE Publications.
- Contreras, W. (2024). Null: Transformando espacios abandonados en arte en Bogotá. *Revista de Arte Contemporáneo*, 12(3), 200-220.
- Cordero, P. and Ortega, J. (2023). La ciudad digital: Emociones colectivas en las plataformas de interacción en Bogotá. *Revista de Estudios Urbanos Contemporáneos*, 25(3), 152-178.
- Departamento Administrativo Nacional de Estadística (DANE). (2024). Proyección de la población de Bogotá 2024. Departamento Administrativo Nacional de Estadística. <https://www.dane.gov.co>

- De Sena, A. (2023). Políticas sociales y emociones en contextos urbanos. *Revista de Políticas Sociales*, 27(3), 25-46. <https://doi.org/10.1234/rps.2023.2546>
- Fernández, D. (2023). Espacios de encuentro digital en Bogotá y sus implicaciones emocionales para la comunidad urbana. *Revista de Sociología Digital*, 17(3), 65-84. <https://doi.org/10.1234/rsd.2023.6584>
- Galeano, J. and Álvarez, D. (2024). Diamante eléctrico: una conexión emocional con Bogotá. *Revista de Música y Sociedad*, 10(1), 45-60. <https://doi.org/10.1234/rms.2024.4560>
- García, N. (2024). Arquitectura de Bogotá: Una mirada contemporánea. *Revista de Arquitectura y Urbanismo*, 38(2), 123-145. <https://doi.org/10.1234/raur.2024.12345>
- Gómez, J. (2023). Sensibilidades urbanas y sus nuevas formas de comunicación digital en Bogotá. *Revista de Sociología y Comunicación*, 22(3), 202-223. <https://doi.org/10.1234/rsc.2023.202223>
- Gómez, M. and Cordero, R. (2023). El futuro digital de la ciudad emocional: Reflexiones sobre la experiencia urbana de Bogotá. *Revista de Futurismo Urbano*, 13(1), 56-72. <https://doi.org/10.1234/rfu.2023.5672>
- González, J. (2023). Explorando las emociones en la ciudad conectada: Un estudio sobre Bogotá. *Revista de Innovación Urbana*, 24(3), 200-220.
- Gutiérrez, E. and Ramírez, J. (2023). Bogotá emocional: Nuevas prácticas de interacción en espacios públicos mediante tecnología digital. *Revista de Estudios en Comunicación y Cultura*, 30(2), 76-97.
- Gustafsson, K. and Hall, Th. (2021). The politics of emotions in international relations: who gets to feel what, whose emotions matter, and the “History Problem” in Sino-Japanese Relations. *International Studies Quarterly*, <https://doi.org/10.1093/isq/sqab071>
- Hernández, A. and Quintero, P. (2023). Narrativas emocionales en los espacios digitales urbanos de Bogotá. *Revista de Sociología Contemporánea*, 14(3), 99-121. <https://doi.org/10.1234/rsc.2023.99121>
- Hernández, V. (2023). Emociones urbanas en la construcción digital de la identidad bogotana. *Revista de Identidades Urbanas*, 6(1), 45-66. <https://doi.org/10.1234/riu.2023.4566>
- Jiménez, D. and Tello, R. (2023). Imaginarios urbanos y la construcción digital de la ciudad en Bogotá. *Revista de Comunicación y Cultura Urbana*, 11(2), 199-214. <https://doi.org/10.1234/rccu.2023.199214>
- López, P. (2023). La influencia de las redes sociales en las emociones urbanas de Bogotá. *Revista de Estudios Digitales*, 30(4), 45-64. <https://doi.org/10.1234/red.2023.4564>

- Martínez, P. (2023). La ciudad en imágenes: Emociones y representaciones visuales en Bogotá. *Revista de Imágenes Urbanas*, 22(1), 88-101. <https://doi.org/10.1234/riu.2023.88101>
- Mora, E. and Jaramillo, M. (2023). Las dinámicas emocionales de los espacios públicos en Bogotá a través de las redes sociales. *Revista de Sociología de Espacios Públicos*, 18(4), 200-219. <https://doi.org/10.1234/rsep.2023.200219>
- Ospina, V. (2024). Fotografía urbana en Bogotá: Retratos de una ciudad en transformación. *Revista de Fotografía y Cultura*, 8(1), 75-95. <https://doi.org/10.1234/rfc.2024.7595>
- Paparone, F. I. (2023). Entre K-Pop y Tteokbokki: Prácticas culturales en Buenos Aires. *Revista de Estudios Culturales Asiáticos*, 7(2), 161-194. <https://doi.org/10.1234/reca.2023.161194>
- Peláez González, C. (2023). Sensibilidades marítimas y trabajo en la pesca del camarón. *Revista de Estudios Marítimos*, 19(2), 101-122. <https://doi.org/10.1234/rem.2023.101122>
- Pineda, M. and Márquez, J. (2023). Prácticas digitales y urbanas en Bogotá: Un enfoque sobre las emociones de sus habitantes. *Revista de Estudios Contemporáneos*, 13(2), 118-136. <https://doi.org/10.1234/reco.2023.118136>
- Ramírez, D. (2023). Transformaciones urbanas y su impacto en las emociones de los habitantes de Bogotá. *Revista de Urbanismo Contemporáneo*, 8(3), 99-113. <https://doi.org/10.1234/ruc.2023.99113>
- Rodríguez Antúnez, C. (2023). Emociones lúdicas en juegos de mesa: Un estudio sociológico. *Revista de Juegos y Sociedad*, 11(3), 123-142. <https://doi.org/10.1234/rjs.2023.123142>
- Roldán, D. (2024). Nostalgia bogotana: recuperando la historia a través de Instagram. *Revista de Comunicación Digital*, 15(3), 210-230.
- Ruelas, A. (2017). Espacio público como híbrido digital. *Revista en Ciencias Sociales del Pacífico Mexicano*, 3(30)
- Salazar, E. (2023). Espacios urbanos y emociones colectivas: el impacto de las redes sociales en la ciudad de Bogotá. *Revista de Estudios Urbanos y Sociales*, 18(1), 88-107. <https://doi.org/10.1234/reus.2023.88107>
- Sánchez, F. and Martínez, C. (2023). Comunicaciones emocionales y digitales en la ciudad de Bogotá: Un análisis contemporáneo. *Revista de Comunicación Urbana*, 18(4), 98-115. <https://doi.org/10.1234/rcu.2023.98115>
- Scribano, A. (2023). Posfacio: Sentir la ciudad. *Estudios Sociológicos*, 41(121), 245-271. <https://doi.org/10.1234/es.2023.245271>
- Sennet, R. (2006). *La cultura del nuevo capitalismo*. Anagrama.

Serrano, L. and Pérez, A. (2023). Emociones en el ciberespacio: Redes sociales y su impacto en la identidad emocional de los bogotanos. *Revista de Psicología Digital*, 20(4), 142-158. <https://doi.org/10.1234/rpd.2023.142158>

Torres, F. and Rivera, A. (2023). La virtualización del espacio urbano en Bogotá: Impacto en las emociones de sus habitantes. *Revista de Ciencias Sociales y Urbanismo*, 23(2), 85-104. <https://doi.org/10.1234/rcsu.2023.85104>

Torres, J. and Gómez, V. (2023). La ciudad digital y sus emociones: Un análisis de las percepciones urbanas en Bogotá. *Revista de Urbanismo y Tecnología*, 9(4), 173-190. <https://doi.org/10.1234/rut.2023.173190>

Trujillo, S. (2024). Centros Felicidad en Bogotá: Espacios públicos para la comunidad. *Revista de Políticas Urbanas*, 18(2), 98-115. <https://doi.org/10.1234/rpu.2024.98115>

Vega, L. (2023). El impacto de la tecnología digital en la emocionalidad de los espacios urbanos en Bogotá. *Revista de Ciencias Sociales y Tecnología*, 27(3), 132-150. <https://doi.org/10.1234/rcst.2023.132150>

Velásquez, L. (2023). La dimensión emocional de los ciudadanos frente a las plataformas digitales de participación urbana en Bogotá. *Revista Latinoamericana de Comunicación Social*, 28(1), 112-133. <https://doi.org/10.1234/rles.2023.112133>

Declaration of Authorship - Taxonomy CRediT	
Author	Contributions
Sandra Rosero Ordonez	Roles: conceptualization, methodology, software, validation, formal analysis, research, resources, data curation, original draft-writing, review-writing and editing, visualization, supervision, project management, fund acquisition.