Application of administrative intervention models for education in the process improvement

Aplicación de los modelos administrativos para la intervención de la educación en la mejora de los procesos

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Abstract

Just like companies, the Educational Institutions, Arise as a result of the Existing needs in the society, esta to Achieve a capable goal of Achieving a benefit, not only personal social but, in the company the team work is Promoted for the achievement of the Objectives in the Education and the Teaching-Learning (EA) is to be able Promoted to be competent before the environment That surrounds them. Like the company, education Follows a process That Helps You Achieve the Desired objective, in case, as it is Known That the administrative process has stages to Achieve it, it Also has administrative models That can be followed to Improve the system, for the elaboration de este research, an analysis of some administrative models That can intervene in education to Improve Processes is made.The main objective is to analyze the administrative models That can intervene in education in the improvement of Processes, particularly all through the following Objectives:
•   Know the elements of the administrative model to know how it intervenes in the improvement of processes.
•   Describes the administrative model to know how it intervenes in the improvement of processes.
•   Determine if indeed the administrative model Helps in the improvement of the company's processes.
For the elaboration of the present work, an analysis of the Existing bibliography on the phenomenon of study will be Carried out, Which Will Be Approached from the field study, since a Likert questionnaire is Elaborated With Affirmations That support for the analysis, It is a qualitative research due to the interest of showing the main Characteristics of the object of study.

Innovation, Future Hypothesis, Sustainable developed

Resumen

Al igual que las empresas, las instituciones educativas, surgen a raíz de las necesidades existentes en la sociedad, esto para lograr una meta capaz de alcanzar un beneficio, no solo personal sino social, por lo que en las empresas se impulsa el trabajo en equipo para el logro de los objetivos y en la educación se promueve la Enseñanza-Aprendizaje (E-A) para conseguir ser competente ante el entorno que los rodea. Al igual que la empresa, la educación sigue un proceso que le ayuda a conseguir el objetivo deseado, en este caso como se sabe que el proceso Administrativo cuenta con etapas para conseguirlo, también cuenta con modelos administrativos que se pueden seguir para mejorar el sistema, para la elaboración de la presente investigación se hace un análisis de algunos modelos administrativos que puedan intervenir en la educación para mejorar los procesos.mEl objetivo principal es analizar los modelos administrativos que puedan intervenir en la educación en la mejora de los procesos, todo mediante los objetivos particulares siguientes:
•   Conocer los elementos del modelo administrativo para saber cómo interviene en la mejora de los procesos.
•   Describir el modelo administrativo para saber cómo interviene en la mejora de los mismos.
•   Determinar si efectivamente el modelo administrativo ayuda en la mejora de los procesos de la empresa. uPara la elaboración del presente trabajo, se llevó a cabo un análisis de la bibliografía existente sobre el fenómeno de estudio, el cual fue abordado desde el estudio de campo, ya que se elaboró un cuestionario tipo Likert con afirmaciones que apoyan para el análisis, se trata de una investigación cualitativa debido al interés de mostrar las características principales del objeto de estudio.

Modelos Administrativos, Administración, Proceso Enseñanza-Aprendizaje, Educación

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Introduction

It is important to realize that the modus operandi of education has changed to know that not only follows a model to act for the preparation of this research, it begins with a documentary research, where some concepts which provide analyzes the different bibliographies found in books, magazines or websites.

Then a field study which is developed a questionnaire Likert which is applied to some institutions of higher education, located in the Valle de Chalco Solidaridad, this in order to understand the phenomenon of study in its natural context is made.

The first concepts or information, are related to education in Mexico, how and when to start and where is developed by analyzing the role of education today and the responsibility of the training of competent professionals.

a tour of the administrative process and each of the stages that comprise it, such as planning, organization, management and control, so that companies can actually reach efficiently and effectively to the target that do achieve is to be really competitive.

Classical and scientific, human relations, management and bodybuilder: Finally some models that can be used to enhance the activities of the company, conducting the EA process, mentioning the models shown. All in order to provide foundation for educational institutions focus their attention on one of the models and improve efficiency.

Developing

Higher Education in Mexico

The modus operandi of education has changed over time, so it is necessary to change the way we conceive, should be social responsibility of the various actors involved such as: managers, teachers, students and administrative, so they must change the way they operate, because the Higher Education (ES) according to Arias, Arias and Arias (2013) "is responsible for training the professionals of the century, therefore the mission universities will be to provide quality education, according to the demands imposed by the production plant "(p. 2).

Refers Herrera (2013) that:

> The birth of higher education in Mexico emerged in the sixteenth century. It has been preceded by the Royal and Pontifical University of Mexico, which begins with the creation and delivery of a wide variety of chairs, and the Royal and Literary University of Guadalajara; both founded by the Spanish Crown. Intends to establish a university that imparted all the teachings becomes more important in later centuries, task performed by various top-level educational institutions distributed throughout the territory of New Spain. The first of these is the College of Santa Cruz de Tlatelolco or Imperial College of the Holy Cross, founded in 1536, dedicated to higher education of indigenous (p. 21).

According to Murillo (2004)

> The first University of Mexico was the "Royal and Pontifical University of Mexico" and date of creation dates from 1538 and 21 September 1551, founded by Carlos, the V of Germany and I of Spain. In order of seniority is followed by the Universidad Michoacana de San Nicolás de Hidalgo, founded by Don Vasco de Quiroga in 1540, under the name of "Colegio de San Nicolas Obispo" (p. 3).

The main challenge of education is to challenge the rite of every change and transformation of the world and society:

As Sesento and Palmerín (2015) report "in most countries of Latin America and especially in Mexico, higher education remains a priority of public policy as it is an essential factor for the development of a country" (p . one); whereas education is fundamental to achieving competitiveness. So you need to put great interest in improving this aspect for the efficient and economic development of countries.

As Magellan and Magellan (2015) refers:

> The right to education is a genuine social right of citizenship, because the goal of education during childhood is to shape the future adult. Essentially, you should consider not as the right of children to go to school but as the right adult citizen being educated (p. 2).

Marquez (2014) says

> In the current scenario, the social context and the educational needs emphasize training and skills development. These are addressed from the academic dimension where no doubt is relevant curriculum plan (p. 3).

As can be seen education has been going on for a long time, but the way we teach has constantly changed with the advent of globalization and the use of technologies.

The ES is responsible for training the professionals of the century, therefore, the mission of universities will be to provide quality education, according to the demands imposed by the production plant. It is essential to make a radical change in the way of conceiving the ES. Managers, administrators, teachers and students have a social responsibility, therefore, must change the way they act, think and know, to be what society needs twenty-first century. It is therefore necessary to reform academic programs, how to transmit knowledge also and change the way we learn and evaluate students (Arias, Arias and Arias, 2013).

Therefore, it is necessary attitudes and skills that students really focus on the study and thereby contribute to the development of the economy of any country, currently following the EA process and some other strategies, for the purpose of this work is done an analysis of some administrative models that can be followed to achieve competitiveness.

The ES in Mexico should aspire and respond to international standards, including the dynamics of the processes of economic globalization. Competition in ES systems is increasingly globalized, so it is required to transform business processes.

Therefore, the implications of the relevance of higher education in a world under economic globalization processes are defined by the requirements of competence necessary to conduct the activities of the global market, languages and communication and information systems, etc. (Vargas, 2009).

The administrative process

Before we start talking about the Administrative Process (PA), you need to know what is the administration and according to Cano (2017) is "a process by which quality in the operation of a social organism is achieved, to through the proper use of its resources towards the achievement of predetermined goals "(p. 21). To Munch (2010) "Management is the process of coordinating resources for maximum productivity, quality, effectiveness, efficiency and competitiveness in achieving the objectives of an organization" (p.37).

According to Arzube and Bustos (2017)

> The administration in the application of the different schools is defined in two phases to foresee and execute, Fayol pointed out 14 principles that perfectly developed this division and although the technological application has helped the execution of these phases the theories and the dynamic approach contribute to the organization in decision making and provides disciplines to apply managerial skills aiming at companies and people to develop activities productively (p.5).

Administrative functions that make up the cycle management are defined by the classical administration since early times. Henry Fayol identifies them as: planning (visualize the future and draw the action program), organizing (building), lead (lead and guide staff), coordination (link, merge, harmonize all acts and all collective efforts) and control (check that everything happens according to established rules and orders given (Hernandez, 2013).

For businesses to achieve efficiently and effectively reach the target that makes them manage to be really competitive, they must follow a process, step by step path to success, where you must plan, organize, direct and control.

As Garcia (2010) refers to the company to achieve this goal, you can implement a model of administrative process that is likely to carry on any economic, social, cultural unity, etc., according to the following steps:

Stage	Features
planning	Process that begins by setting goals, defining strategies, policies and detailed plans to achieve them.
Organization	It is the establishment of effective behavioral relationships between people, so that they can work together efficiently and thus can get a personal satisfaction in doing their tasks selected under ambient conditions, with the firm intention of reaching a goal or objective.
Address	Losindividuos consisting influence to contribute to meeting organizational and group goals. People assume different roles, and there are no average people.
Control	Administrative control function is measuring performance to ensure compliance with company goals and plans designed to achieve them. It is a feature of every administrator, from the president to the company supervisors.

Table 1 Stages of Administrative Process
Source: Based on data of (García, 2010)

According Velastegui (2011) defines:

The PA is a methodology that allows the administrator, manager, executive, entrepreneur, or anyone else, efficiently manage a company, and is studying administration as a process consisting of several stages. Each stage meets six fundamental questions: What? For what? How? With whom? When? And where ?, questions that should always arise during the exercise of the administration "(p. 3).

As Sanchez (2008) mentions:

A process is the set of steps or stages required to perform an activity. In its simplest design you can set the administrative process as administration action, or as the set of phases or successive stages through which the administration is effected same that interact and form an integral process (p. 45).

On the other hand, Cruz (2013) also mentions the characteristics of the PA stages as follows:

Stages	Features
planning	It is the first record of this puzzle within it the following steps are taken: research and internal environment, approach strategies, policies and goals, as well as actions to be taken in the short, medium and long term.
Organization	The second tab is a set of rules, fees, behaviors that have to respect all people within the company, the main function of the organization is to arrange and coordinate all available resources such as: human, material, technical and financial.
Address	It is the third tab puzzle within it is the implementation of plans, motivation, communication and monitoring to achieve the goals of the organization.
Control	The tab closure is the function that is responsible for assessing the overall development of a business

Table 2 Stages of Administrative Process
Source: Based on data of (Cruz, 2013)

According to Sánchez (2008) the administrative process is:

Administration action, or can also be defined as the set of phases or successive stages through which the administration thereof that interact and form an integral process (p. 23) is performed.

The administrative process is not merely exclusive businesses can also apply personally and for education, as it always is planned, organized, heads and finally controlled to avoid mistakes, this is what makes things go right the first time.

On the other hand, it is necessary to see the role of each of the stages of the administrative process, as shown below.

Planning function	
A common denominator of all identifiable individuals is that they set realistic but challenging goals and then formulate tasks to achieve them.	Anticipates further differences, imbalances, negative factors, incidental elements and changing conditions that may arise in the future for the development of the activity
Build the future operating model object direction.	Etymologically, the word indicates planning to set plans to guide action.
Orients the current work in the most appropriate way for the conduct of future work	Integrates all subsystems and task forces towards meeting the objectives

Table 3 The four functions of planning
Source: Based on data from Hernandez, 2013)

Like any project or activity that is done, whether personal, school or work, you need a set to chart the course to convey the goal, anticipating changing conditions during the development of each activity plan.

Organizational function	
The human being is aware that the fulfillment of the objectives is only possible through rational planning and coordination of resources available	The purpose of the organization is to help create an enabling environment for human activity
It refers to the act of organizing, integrating and structuring the resources involved; establish relations between them and to assign the responsibilities of each.	The organization is part of the administration which involves establishing an intentional structure of roles people and heads to organize and harmonize the human, material and financial resources that are available to fulfill the objectives.
Basic function as the administrative century comes with own integration of human social groups being, in order to achieve certain objectives.	It refers to the way the activities are divided, they organize and coordinate.

Table 4 Functions of the organization
Source: Based on data from Hernandez, 2013

Now, on the other hand, then draw that plan to follow, it is necessary to organize and integrate each resource involved, establishing the proper relationship and assigning tasks.

Management function	
It arises since the first human to achieve goals that can not be achieved individually communities are formed.	Command as an administrative function is considered a central and important point of the administration, but perhaps where there is greater number of discrepancies, as in the doctrine command is also known for the words: management and execution.
The time factor is crucial in the activity. Manda is trying to convince others that work to achieve the desired and arises from the steps of planning and organization.	Command is the element of the administration in which the effective implementation of planned and achieved knowledge is applied in decision-making
The control function is vital to become the essence and the heart of the administrative process.	Terminologies used refer to the administrative function that influences people to get goals and carry out the planned activities.

Table 5 Control functions (Address)
Source: Based on data from Hernandez, 2013

After having planned and integrated all management is necessary, it in song development and achievement of goals, is where the effective realization than planned is achieved, it is to convince everyone to work for the achievement of objectives.

Control Function	
Administrative control function, like all other functions, applies to all activities that have certain objectives	It involves detecting possible deviations between desired in order to take corrective actions so as to achieve the desired goals and results obtained.
The control provides constant information on the actual situation of the target to ensure the state planned	The control function means checking, acting on deviations, check norms and standards and restrict their behavior.
Control begins at the time that the desired objectives are defined, on which can be checked after the actual performance resulting important to communicate to stakeholders the objectives whose achievement are involved.	Discussed the role ensures that the actual activities comply with planned activities, so it is said that the control of the point where planning ends

Table 6 Control Functions
Source: Based on data from Hernandez, 2013

Finally, having gone through the above, it is necessary to have a control and information about the real situation of the target to follow, this is where it is verified that things are doing well, otherwise measures taken and make decisions

Administrative models in education to reinforce the EA process

But how is it involved in the educational field by the administration, there are tools that can be useful for the efficient development of education, in this case we speak of administrative models described below:

Model	Features
Classical and scientific	It is part of all organizational and structure to ensure efficiency in all parties, be they bodies or persons
Human relations	It aimed to develop a new business philosophy, an industrial civilization in which technology and method of work is the most important concerns of the administrator (need to humanize and democratize administration).
Management	It is aimed at strengthening the educational projects of the institutions, which helps maintain institutional autonomy within the framework of public policy process, and enriching the educational processes in order to respond to local or regional educational needs.
The bodybuilder	It makes direct reference to training and when talking about training talk about education, culture and everything that surrounds and which is related to their environment and that has to do with teaching and learning.

Table 7 Administrative models
Source: Based on data of (Franco and Jimenez, 2002

ES institutions should expand democratic channels and clear definition of powers and limited functions. It is necessary to design ES institutions that integrate the national education system and that meet diversified, flexible and shaped appropriately to social groups that have been traditionally excluded from the possibility of obtaining a high quality education and good quality. (Vargas, 2009: 4).

Educational models according to Vásquez (2017)

They represent a tool or a sort of tutor that companies implement for proper operation; since there are several models, applying that best suits your needs raised and thus facilitate the achievement of the goals set by the same (p 1).

The models have the following characteristics:

− They are applied to produce a change.

− For application requires the use of different tools.

− They are models that can be applied to more than one type of company.

− They are models that change the way of performance of human resources of the company, through tools applied

Usually they implemented to change or improve some weak or lacking aspect of the company so it is necessary:

− Use different tools to help implement a new administrative model in a company.

− Its main feature is that they are flexible, meaning that any company can set and change the focus to one that really satisfies your need (Nallive, 2009).

Although the characteristics of administrative models focus to business, it is certainly also a great tool for education, so it is necessary to have such models to improve the performance of activities and processes at school.

One of the main administrative models used for the administration is the classic scientific model, as this is about focusing the work of people at work with rising production, but education is lift learning through some contributions such as the time and motion study, study of fatigue human, division of labor and task design office, all applied to education (Felix, 2016).

Another administrative models, applicable to education is the human relations as Leonor says (2015):

This model is interesting because it proposes as its central focus the group's development as such, emphasizing the interrelationships of the subjects that make up the different groups within the organization. In Education it refers to communication faculty of teachers with administrative authorities. A needs expressed by the groups, and how these are resolved, from the decision-making of all. Anything that involves some interplay of communication, feeling, motivation, work, organization, have to do with this model (p. 9).

It is very important that the interest is focused on the human being to achieve relations between all educational players, both managers and administrators and teachers should be concerned about the students and their needs, but finally comes to the cordial relationship between everyone regardless rank or position.

There is educational model competency, according to Mora, Espinosa and Gutierrez (2017)

Educational models emerge from social, cultural and political scenarios determined by society, embody the vision of the great ideal of the "man in form" (Chagoyán, 2013), and the competition model is no exception, it is created from this form and answer a host of social needs and are raised to counteract little or no effectiveness of the above (p. 2).

Competency-based education (EBC) emerged in the late sixties as a result of multiple interpretations where the preparation and training of teachers and their daily practice (Diaz Barriga & Rigo, 2000) stands out. According to Tobón (2006), this approach is given from Chomsky's linguistics and behavioral psychology Skinner. For this current competence approach the most important goal is to link business with the school by three conditions (Santos, 2014):

1. Setting standards indicating the tasks and skills of each profession, trade or job.

2. The definition of labor skills.

3. Promotion, evaluation and certification of school competencies defined by the productive sector.

On the other hand, there is talk of the management model, which is due to meet the needs of the knowledge worker, facilitating the creation, identification, collection and organization of new knowledge, facilitating decision-making (Rincón, 2012).

But how involved these models in education, and that is the educational administration refers Fernandez (2009) "Educational Administration is a set of functions that are oriented towards offering effective and efficient educational services" (p. 8).

Likewise Gomez (2017) states that "education of the XXI century is experiencing, for some time, a series of changes both inside and outside the classroom. Despite the changes in the educational field, know and understand the teaching-learning process is key to creating an effective educational action "(p. 1).

So that by Ortiz (2009) says that the EA process is: "the movement of cognitive activity of students under the guidance of the teacher, to the mastery of knowledge, skills, habits and forming a scientific world "(p. 2).

As can be seen the development of people in education, it does not vary much in the business context, but it should be noted that following the model that is, the interest of both the company and education, is to generate strategies to improve and with this advance economically through the efforts of all.

Methodology to develop

The first thing that research focuses is to find the necessary literature to solve the problem, this is by documentary research, looking at books, magazines, websites, among others.

Then further analysis is done through field research, where a Likert questionnaire of seven questions applied to the directors of the Autonomous University of the State of Mexico (UAEM) of the University Center (UC) Valle de Chalco applies, to know if through the implementation of administrative processes are improved models in terms of education.

On the other hand, to describe the reality of the situation is the UAEM in their processes, events, people, or groups involved, posing the most relevant of a cast or situation.

As relates Universia (2017) is due to "examine the characteristics of the subject to investigate, define and hypothesize, select the technique for data collection and sources consulted" (p. 2).

On the other hand, it takes into account the qualitative approach, because data collection is done without numerical measurement approach as it is intended only to describe or refine the details in their natural context of the phenomenon of study.

Finally, there is cross-type research, in the interest of studying the phenomenon in one period of time, it is an initial scan at a fixed time.

Results

Among the activities of the university is conducting the EA process to improve the interaction between the teacher and the student, in this case it is to bring the student to be an active actor and not passive, wherein the ratio of both, institution, such as teacher and student, efficiently to constantly improve quality and profesionista able to respond satisfactorily in the business environment forming manner.

What can be seen with the questionnaire that was applied it is that most institutions of higher education do have mapped out a plan that helps them in their performance, though not always know whether or students receive the quality education they deserve.

The profile occupying teachers to be in the right area you can see that actually has the right profile, and some interest shown by the students really learn. This is known thanks to the competitiveness indicators for evaluating the work of education institutions.

Finally, we can say that institutions have an efficient degree of division of units and activities, it is considered that indeed everything is in place, on the other hand, most concerns have strategies to achieve the objective.

One can say that effectively ES institutions have an efficient system based on the EA process that enables better interaction of key players, but it is necessary to follow a model such as the Classic and scientific, human relations, management or bodybuilder, so that they have a base and improve the learning process, as is done in a company when carrying out an approach or model that is based to improve production processes.

Conclusions

The role of education has changed over time, every day is necessary strategies to guide education, in this case, an administrative model is proposed, because, on the results of the questionnaire, reveals that actually makes it look administration needed to perform each activity in the institution.

Annexes

Questionnaire

The purpose of this questionnaire is to recognize that by applying ADMINISTRATIVE INTERVENTION MODELS FOR EDUCATION processes are improved.

Please answer the following questions. cooperation to answer it is appreciated.

Scale Value
According 1Totalmente (A)
According 2of (B)
3Indeciso (C)
4in disagreement (D)
5Totalmente disagree (E)

items	1	2	3	4	5
Are activities planned to be performed for student training?					
Do teachers are in the group with the right profile?					
Do you have concerns about the interest of students?					
Does the university compared to other institutions to determine the degree of competitiveness?					
Is there a correct division of units?					
A strategic plan must to achieve the goal?					

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