

## Public Health Policy and its Incidence on The Quality of Public Management in Chincha – Peru, 2021

Freddy Jhonny Sachun Nuñez<sup>1\*</sup>, Etheel Romila Becerra Gutierrez<sup>2</sup>, Ruth Gissela Perez Cabrejos<sup>3</sup>, Percy Alexander Sachun Becerra<sup>4</sup>

<sup>1</sup>Universidad César Vallejo

<sup>2</sup>Universidad Privada San Juan Bautista

### KEYWORDS

Public Policy, Public Management, Quality, Goals, Objectives

### ABSTRACT

The objective of this research is to determine how public health policy affects the quality of public management in Chincha 2021. The link between new management and quality is demonstrated by the experience of administrative reform carried out by Latin American governments during the two decades. The countries due to Covid-19 2020 - 2021, had to review current policies, adapt or create new public policies. The research had a quantitative approach, basic type, with a non-experimental cross-sectional design, the hypothetical-deductive method and descriptive causal correlation, using non-probabilistic sampling techniques such as questionnaires. The result is that according to the Nagelkerke indicator, he estimates it at 48.1% (moderate correlation). the estimation of parameters by the Wald=786,021 and following=0.000 method is less than 0.05, concluding that: public health policy significantly affects the quality of public management in Peru 2021.

### 1. Introduction

The World Health Organization (2020) has declared COVID-19 a public health emergency of international concern as a pandemic. To maintain people's livelihoods and quality of life, nations must make real-time decisions to review and adapt existing policies or create new public policies to account for these types of disasters. Article VII of the Peruvian Constitution (1993) says that "every person has the right to the protection of his health (...)", but this is not correct. Approved in 2009, the Universal Insurance (AUS) aimed to increase access to health in Peru, but its implementation was characterized by a lack of political participation (Law No. 29344). or health. The COVID-19 epidemic, which has severely degraded the quality of the health system, has led to the collapse of Peru's public health system, calling for comprehensive health care reform. (Ponce de León 2021) indicates that levels of informality, unequal access to other essential services, and the lack or lack of political leadership in the health system increase suspicions. (Pribble 2020). Peru was considered the country with the highest number of deaths per million inhabitants (Financial Times 2021). It requires government action and basic authority, this is called politics, which requires the use of strategic planning in parallel with public policy, which can integrate social action. Also, when we talk about event-oriented budgets, we are talking about event-oriented budgets for goods and services. We call the process of change and improvement in our management stage since it adds value to the final product or service. Another very important factor to consider is the participants in the civil service, whether they are career civil servants, without whom it would be very difficult to carry out the processes indicated above. The importance of public management is fundamentally related to the proper use and disposition of state assets in the achievement of plans, goals, objectives and the development of national, sectoral, regional and local policies. Public management in Peru. HEGEL Institute of Science - 2021 The quality of public policy can be measured in terms of effectiveness, efficiency, and equity (Irrázaval 2020). The various trends in public health policy in Latin America result in the different intensity and duration of the pandemic in each country (Paz 2020). National trajectories of public expenditure correspond to different objectives, such as improving education and increasing social protection. This means better income distribution and more equitable public policies (ECLAC 2018). The general problem: How does public health policy affect the quality of public management in Chincha 2021?, considering the specific problems: How do technical policies and programs affect the quality of public management in Chincha, 2021? , How do public health interventions affect the quality of public management in Chincha, 2021?, How does health promotion

affect the quality of public management in Chincha 2021?. Research is justified in determining the impact of public health policy on the quality of management that aims to provide better care to people through an effective, efficient, fair and ethical public policy. In theory, it is a quantitative scientific study that constitutes the basis of new research explored in scientific articles and standards in the variables of public policy and quality management, in which questionnaires of 20 questions each have been developed. Variables that lead 60 people who work in the area of health management of the municipality of the Province of Chincha, from a broad practical point of view, the interrelation of the research that must be carried out between public policy and health care and by citizens, for a well-deserved service. The lack of a proper examination of SMEs shows us the absence of a general conceptual framework. The importance of SMEs is circumstantial for the understanding of the interactions between public policies, the business environment and their results (Bawole Justice 2019). The general objective of this study is to determine how public health policy affects the quality of public management in Chincha 2021. From this point of view, the following specific objectives are proposed: To analyze the relationship of policies and their impact on technical and quality programs of public management in Chincha 2021, to analyze how public health interventions affect the quality of public management in Chincha 2021, to determine how health promotion is related to its impact on the quality of public management in Chincha 2021.

## **Development**

(Ramírez et al. 2021) They conducted an analysis of public health policies related to Covid-19 in Chile and conducted a situational analysis. Governments have identified priorities for health, social and political outcomes. They implemented partial quarantines, health checks, curfews, economic policy requirements, vaccinations, and more. (Ortega 2020) In Colombia, health policy, an interdisciplinary field of study, involves measuring and developing the contributions of knowledge from different fields of natural sciences or other sciences in health missions, and being included in political participation. It indicates the field of interdisciplinary knowledge production. (Paz 2020) A study carried out in Colombia aims to identify trends in public health policies related to the Covid-19 pandemic in Latin America and to analyze the nature of social problems by applying a theoretical and methodological approach. Public policies in 10 Latin American countries attribute social problems to the lack of preparedness and rapid expansion of health systems in these countries. The style is evident in the social protection policy that is expressed in three groups of countries. The first nation is of a strong and strict style (Argentina, Bolivia, Colombia, Ecuador, Paraguay, Peru), the second is of a flexible style (Chile and Uruguay) and the third is of a flexible style (Brazil and Mexico). Latin American countries have started with additional difficulties in recent years due to economic growth, weak health, and fiscal policies with little room for expansion (Peñafiel 2020). (González et al. 2019) In his study on Socially Responsible Public Administration in Ecuador, he reviewed existing laws, the institutional support architecture, and government action through public policy as a management and control tool within the framework of the Spinning Development program. Alternative models based on economic and social dimensions were sought to transform existing production systems and accelerate regional development, recovering fundamental principles such as solidarity and cooperativism.

The result is the presentation of a theoretical perspective based on the creation of methodological tools that can measure the effectiveness of social intervention programs. They place certification, continuity and transparency in administrative processes in a safe and legitimate form of decision-making, which corresponds to a true social responsibility, processes demanded by every society. (Salas, 2021) conducted a study in Peru from 1990 to 2020 on the approach to public management and its impact on the Peruvian government. It should also be noted that we use a parallel, progressive and complementary approach to operational management. They have been developed into other approaches at the provincial level, using quality controls at the Ministry of Health and Education, to name a few. The application of these approaches will result in results-based management, such as the tendency to provide citizens with products or services of public value, reviewing management

processes and applying tools and implementing continuous improvement in the quality of products and services. Quality and customer satisfaction. (Bermúdez et al. 2021) The Public Management of Innovation is an alternative that leads to sustainable development, in accordance with the political, economic, social and cultural system and the form of public management. Government, policies, regulations, culture and government machinery unequivocally contribute to sustaining the development of a country. A proposal for a public innovation management model. Based on analysis, synthesis and experimentation, the conceptual and methodological foundations of the model were presented, including the scope, principles and aspects of the implementation of the national vision. (Illidge et al. 2020). The general purpose is the analysis and better management of the use of information and communication technologies in public administration, and it is used, among other things, as a technique and tool for observation, documentary review and data collection.

Public policy can be understood as a privileged field for enforcing consensus between the State and society. A new concept of a more efficient and organized city function is made available, which benefits society. Not everything is public, not everything public becomes political, and public affairs are managed only by governments. The implementation of public policy will be made more robust through the use of information and communication technologies in the administration of public insurance. Work on programmes and projects and check progress at the national and regional levels using a system that tracks performance through indicators. According to (Waitzkin 2006), health policy has different forms of responsibility to respond to health challenges, leading national, sectoral and local efforts to health people's social needs, which pushes us to rethink our health provisions.

According to (Graglia et. al, 2012), public policy is a policy designed by the state and directed by the government and administration for the needs of society. (Irrázaval 2020). Recommendations to better understand spending and public policy in Chile. The process of public order is a relationship between actors, officials, who, in a given mission, i.e., political parties, presidents, governments, etc., legislatures, courts, officials, etc., who fulfill constitutional and determined functions. The Law is a dynamic game. Congregations, social movements, NGOs, companies and the media also participate. It is considered that intimates do not play an institutional role in public companies, but they can be their strong representatives (IDB 2006). (Andrade 2019). Strengthening the public health regime in Patagonia: contribution to policies and strategies to address health conditions in countries at risk. Department of Administration, University of Lleida (Chile).

To opt for a doctorate (Sedano 2020) he talks about Customer Service and Health Care in the Quality Model of the Naval Hospital 2020. César Vallejo University. Doctoral Institute in the field of Public Administration and Government. The objective of the 2020 Naval Hospital is to analyze the state of public policies and health care under the qualified species. This special model was created in the context of the health sector, in order to take the lead within the special model of its predecessor of quality. Quality management. (Padilla 2021). A public policy to improve the quality of health care. Ciencia Latina, an interdisciplinary scientific journal. This study is part of a public health plan to improve the quality of care in public hospitals. The need also points to the COVID-19 pandemic, which shows that development cannot happen without ignoring health. The purpose is to identify the importance of current research on health quality and to demonstrate its relevance to improving public health policies and services. These governments must help to develop public health, to improve the quality of health, especially in Peru. Health management processes and management structures in public hospitals.

(Flores 2020) The 2016-2018 local government assessment of citizen security versus the extent of criminal activity in the Ica region is a report-type study using a descriptive design. In the period 2016-2018, 38.2% of the perceptions of citizen security in the Ica Region public policy is determined in the period 2016-2018 in perceptions of local governments.

(Campos 2020). Humay, District Municipality of Ica Local Government Government Capacity, Participatory Government in Public Policies, 2020. A panorama designed to determine the governing

capacity of local areas and whether Humay, District Municipality of Ica, has the capacity to participate in government. 2020 will be an important year in politics.

(Pizarro, 2021) in his research on municipal and tourism planning, Ica-2020, Huacachina Spa Department. The purpose is to define the relationship between the urban administration and the 2020 Tourism Plan of the Department of Balneario Ica-Huacachina. The instrument was a questionnaire containing a 30-item questionnaire. In all cases, the alternative hypothesis was accepted.

(Grades 2021) indicates that Public Policy and the health of people with disabilities was registered with the OMAPED Municipality of Parcona in the Ica Region in 2021. The objective is to know how public policy addresses the social welfare of people with disabilities in Ica, Parcona in 2021. Basic methods, quantitative approach, descriptive level of reporting, non-experimental design. Conclusion: Public Policy on the Social Affairs of Persons with Disabilities in the Parcona Region, ICA 2021.

(Kuniyoshi 2018) Electronic Government and Information Technologies (research work) ESAN University, Lima It is concluded that aspects of national integration and citizen relations can be increased thanks to the technological capabilities of electronic government, better life and quality They say can give them the ability to improve common health. This tool aims to implement ICT innovations that improve relations between citizens and the government for 71.43% of respondents. He pointed out that 100% of the citizens surveyed said that the implementation of the government is necessary for the relationship between institutions and the services provided by users. The most valuable factors are the time savings in the processes and the implementation of official baggage.

(Ayllón 2017) The electronic collection of public taxes and vehicles at the service of the tax authority of Lima (Research Article) Universidad César Vallejo, Lima, shows the rejection of the consequence, indicates a low positive relationship between electronic government and tax collection 99.3% of tax inspectors consider the e-principle component in the SAT of metropolitan Lima to be very important, since the procedure with the tax is the least expensive. Electronic mechanisms, complaints and claims systems do not guarantee a better level of work and relationship with users. This low level of user interoperability creates limits for a good tax culture and the accountability of citizens for tax obligations.

(Paredes 2020) Electronic Government and Accountability in the Municipality of La Banda de Shilcayo County, 2019 (Master's Thesis) César Vallejo University. E-government showed a significant relationship with accountability in the Banda de Shilcayo Municipality 2019, as evidenced by Spearman's Rho, concluding with a value of 0.916. The liability factor also increases proportionately. The government factor is average at 55.8%, low at 26.3% and high at 17.9%. The three dimensions that make up e-government (external, relational, and promotional) have proven to perform moderately. - Excludes governance, budgeting, and contracting functions.

(Román 2020) Information Technology and Quality of Educational Service at the National Autonomous University of Amazonas, 2019 (Master's Thesis) Cesar Vallejo University, Tarapoto. The following conclusions have been drawn; About the National Autonomous University of Amazonas Information Technology and Quality of Educational Services, 2019; They are correlated, as confirmed by Spearman's statistic, which reaches a value of 0.757, which is expected to be very positive. Of the universities evaluated, the use of information technology was on average 52.0%, low 27-5% and high 20.6%. The efficiency of the educational services of the universities was rated on average 62.7%, low 19.6% and high 17.6%. Fernández, N. (2018) Relationship between Electronic Government and Citizen Participation of the Municipality of Nueva Cajamarca - 2018, (Master's Thesis), Cesar Vallejo University. Results: Pearson's "p" is = 0.000, so it is less than 0.05 and the coefficient "r" is 0.854. The Electronic State in Municipal Real Estate Development in the district of Cajamarca Nueva is in the early stages with a value of 68.7%, the phase in process with 25.4% and the phase reached at 11.6%. Just use that kind of thing.

According to (Páez 2012), in terms of achieving the objectives, e-government offers two



development scenarios. The first is the provision of electronic media services. Second, the development of popular democracy has been driven by the expectation of creating meeting spaces where citizens can debate important social issues with equal rights. The first theory supporting the development of e-government is the Bureaucracy-Free Theory (Rosanvallon 2015), which states that the government must perform its functions in order to make government services more convenient. Try to remove official barriers to access. Therefore, the elements to be implemented are public instruments. The second theory, proposed by (Di Maio and Baum 2017), is that public administration is not a single cluster that combines the various functions of the state, but a network of interconnected autonomous functions. Technological connections and the use of virtual information platforms contribute to improving administrative capacity to solve problems or process information in virtual networks to create products, thus contributing to a higher level of society, if it brings public value to the administration of the Government. The third theory of adaptation to the work of government is analyzed in (Dahl 2018), which shows that the role of public strategy coincides with the taxonomy of the adaptive context that allows e-government to carry out a dialogue that allows interaction with citizens based on interactions in institutions. Listen to their needs, bring public machinery to the administration of the State and let citizens consider their suggestions or participate in the scrutiny of organizational activities.

## Materials And Method

The population was composed of 60 collaborators who work in the administrative areas of the Chincha 2021 health sector and it is determined that the sample is the same. The questionnaire was carried out with 40 items. Taking the appropriate precautions and ensuring the accuracy of the data, the survey will be carried out anonymously, confidentially, directly and individually. This study used a basic, cross-sectional design, follows a hypothetical deductive, descriptive methodology and follows a quantitative approach.

## Results And Discussion

Analyzing the results for the **general hypothesis** test of the likelihood ratio test in Table 1, it is concluded that the logistic model is significant ( $\chi^2=35,308$ ;  $p=6,900$ ). This demonstrates the usefulness of quality management in public health. Table 1 shows that the Sig. = 0.000 is less than 0.05. This means that ordinal logistic regression is the most accurate regression technique for variables in which at least one explanatory variable influences the response variable.

**Table 1.** Information about the goodness of fit of the model in the General hypothesis

Modelo	-2 Logaritmo de la verosimilitud	Chi cuadrado	Grados de libertad	sig.
Solo intercepto	35,308			
Final	6,900	28,408	3	,000

Nota: Elaborado según datos de la encuesta

Likewise, in Table 2, Nagelkerke's Pseudo-R square value (0.481) indicates that there is dependence for 48.1% of qualitative administrative variables in the public health sector. This table shows that the so-called Nagelkerke index predicts 48.1% of the total variation (corrected correlation).

**Table 2. Pseudo-R-Square of the General Hypothesis**

Cox and Snell	,377
Nagelkerke	,481
McFadden	,309

Nota: Elaborado según datos de la encuesta

Table 3 shows the parameter estimates for Wald=786.021 and following=0.000, which is less than 0.05. We can conclude: Public health policies greatly affect the quality of state management in Peru 2021.

**Table 3. Ordinal Logistic Regression Model of the General Hypothesis**

Parameter Estimates							
		Error		Grados de libertad		Intervalo de confianza al 95%	
		Estimación	estándar	Wald	Sig.	Límite inferior	Límite superior
Threshold	[y = 2.00]	-36,476	1459,747	,001	1 ,980	-2897,527	2824,576
	[y = 3.00]	-17,178	,372	2131,071	1 ,000	-17,907	-16,448
Location	[x=2.00]	-52,606	3500,492	,000	1 ,988	-6913,445	6808,233
	[x=3.00]	-18,682	,666	786,021	1 ,000	-19,988	-17,376
	[x=4.00]	-16,222	,000	.	1 .	-16,222	-16,222
	[x=5.00]	0 <sup>a</sup>	.	.	0 .	.	.

For the specific hypothesis test 1, public health policy affects the quality of public management in Peru 2021. It can be seen in Table 4. Where you have the Sig. = 0.001 less than 0.05. This means that ordinal logistic regression is the most accurate regression technique when at least one explanatory variable influences the response variable.

**Table 4. Information on the goodness of fit of the model in scenario 1**

Modelo	-2 Logaritmo de la verosimilitud	Chi cuadrado	Grados de libertad	sig.
Solo intercepto	24,297			
Final	9,482	14,815	2	,001

Nota: Elaborado según datos de la encuesta

Table 5 shows the so-called R-squared within the volatility model. The Nagelkerke index predicts total volatility of 27.9% (low index)

**Table 5. Pseudo R-Square of Hypothesis 1**

Cox and Snell	,219
Nagelkerke	,279
McFadden	,161

Table 6 shows the estimates of the parameters that can be estimated with the method of Wald=762 598 and sig=0.000 minus 0. 05 for this reason, the governance of public health and politics have influenced the quality of state management in Peru 2021.

**Table 6. Ordinal Logistic Regression Model of Hypothesis 1**

Estimación de parámetros							
	Estimación	Error estándar	Wald	Grados de libertad	Sig.	Intervalo de confianza al 95%	
						Límite inferior	Límite superior
Threshold [y = 2.00]	-22,763	1,114	417,314	1	,000	-24,947	-20,579
[y = 3.00]	-18,180	,323	3175,135	1	,000	-18,812	-17,547
Location [d1=3.00]	-19,740	,715	762,598	1	,000	-21,141	-18,339
[d1=4.00]	-17,763	,000	.	1	.	-17,763	-17,763
[d1=5.00]	0 <sup>a</sup>	.	.	0	.	.	.

Nota: Elaborado según datos de la encuesta

For the test of the specific hypothesis 2, the following results are obtained in table 7 where the Sig. = 0.001 is less than 0.05. This means that ordinal logistic regression is the most accurate regression technique when at least one explanatory variable influences the response variable.

**Table 7. Information on the goodness of fit of the model in hypothesis 2**

Modelo	-2 Logaritmo de la verosimilitud	Chi cuadrado	Grados de libertad	sig.
Solo intercepto	32,510			
Final	7,087	25,422	3	,000

Nota: Elaborado según datos de la encuesta

Table 8 shows that the so-called Nagelkerke index predicts 44.1% of the total variation (mean correlation).

**Table 8. Pseudo R-Square of Hypothesis 2**

Cox and Snell	,345
Nagelkerke	,441
McFadden	,277

Table 9 shows the method of estimating the Wald ratio for parameters =957.306 and following=0.000 is less than 0.05. From this, it concludes that e-government will have a significant impact on the quality of administration in Peru 2021.

**Table 9. Ordinal Logistic Regression Model of Hypothesis 3**

Estimación de parámetros							
		Error		Grados de libertad		Intervalo de confianza al 95%	
	Estimación	estándar	Wald		Sig.	Límite inferior	Límite superior
Threshold	[y = 2.00]	-38,361	2528,958	,000	1	,988	-4995,027 4918,306
	[y = 3.00]	-18,178	,367	2458,819	1	,000	-18,896 -17,459
Location	[d2=2.00]	-55,494	5830,566	,000	1	,992	-11483,194 11372,206
	[d2=3.00]	-19,402	,627	957,306	1	,000	-20,631 -18,173
	[d2=4.00]	-17,440	,000		1		-17,440 -17,440
	[d2=5.00]	0*		0			

Nota: Elaborado según datos de la encuesta

For hypothesis test 3 on Institutional articulation affects the quality of public management in Peru 2021. The results are shown in Table 10 of the Sig. = 0.001 less than 0.05. This means that ordinal logistic regression is the most accurate regression technique for variables in which at least one explanatory variable influences the response variable.

**Table 10. Information on the goodness of fit of the model in hypothesis 3**

Modelo	-2 Logaritmo de la verosimilitud	Chi cuadrado	Grados de libertad	sig.
Solo intercepto	23,560			
Final	7,502	16,058	3	,001

Nota: Elaborado según datos de la encuesta

Table 11 shows the so-called R-squared within the volatility model. The Nagelkerke index predicts a total volatility of 30% (low correlation).

**Table 11. Hypothesis 3 Pseudo-R-Square**

Cox and Snell	,235
Nagelkerke	,300
McFadden	,175

Table 12 shows the estimates of the parameters that can be estimated with Wald=1027.939 and following=0.000 is less than 0.05. Institutional development greatly affects the quality of management in Peru 2021.

**Table 12. Ordinal Logistic Regression Model of Hypothesis 3**



#### Estimación de parámetros

						Intervalo de confianza	
		Error		Grados		al 95%	
		Estimación	estándar	Wald	Sig.	Límite inferior	Límite superior
Threshold	[y = 2.00]	-36,215	1720,179	,000	1 ,983	-3407,704	3335,274
	[y = 3.00]	-17,178	,408	1770,528	1 ,000	-17,978	-16,378
Location	[d3=2.00]	-52,352	3626,870	,000	1 ,988	-7160,886	7056,181
	[d3=3.00]	-17,638	,550	1027,939	1 ,000	-18,716	-16,559
	[d3=4.00]	-16,485	,000	.	1 .	-16,485	-16,485
	[d3=5.00]	0 <sup>a</sup>	.	.	0 .	.	.

Nota: Elaborado según datos de la encuesta

See the main hypothesis: How does public health policy affect the quality of public management in Peru 2021, if public policies, health products for users are constantly developed and with a view to a better implementation of services, good governance is made. The first is incident management, the second is a process approach that should be used with caution. The results-based management approach follows parallel, progressive and complementary paths. Other approaches to growth at the state level are the use of quality controls in the Ministry of Health and Education, to name a few (Salas 2021).

By applying these approaches, results-based management, such as the tendency to provide citizens with products or services of public value through the review of the management processes and tools applied and the implementation of permanent improvement in the quality of services and products, was able to guide customer satisfaction. Government is a part of our lives and a part of our nation. That's exactly how we define it. Because we know that it is difficult to achieve a better life without politics.

In previous lines we mentioned that we found a level of acceptance that slightly exceeds the average of the users, the same that indicates that the attributes of quality of management in the order of primary care are met, as demonstrated by the attitude of an approximation, this difference shows its positivity in the results. Through the results obtained, an explanation has been determined that determines the complacency on the part of the beneficiaries, thus coinciding with the average compliance with the care required by users at the basic care level.

There are many studies that evaluate user satisfaction as a measure of quality of care. (Kerssens et al. 2010) The main concern should be to determine whether the basic characteristics are met to achieve a consistent, efficient and balanced system. The success of quality primary care can be measured by having guidelines for how we design the performance of key centers in primary care strategies. WHO. World Health Report 2008: Primary health care is needed more than ever (World Health Organization 2008).

The primary focus of care is a work that includes aspects of both technical quality measured by standards and their providers, as well as user satisfaction and alignment with primary care strategies. (Peñaloza et al. 2010) Methodology for the evaluation of the cost-effectiveness relationship in primary care centers in Chile. In this sense, the survey found that the least developed aspect of the establishments is integrity. In its 2008 World Health Organization report, the WHO stated that "health is more important than ever." World Health Report 2008: Primary health care is needed more than ever.

Geneva: (Pajo 2008) shows that successful primary care strategies have two main axes: human resources and systemic transformation. The transition from biomedical to biopsychosocial paradigms is not possible without resources prepared to direct all specialized military activities. It should be noted that without a plan that is adapted to the effect that the plan is well executed, it is never satisfactory.

We found a very positive correlation between the two study variables when the correlation was close to 0.75 and 1. So they are right. Based on the data of the tested variables and compared with the theories related to each dimension, we find that, if there is a relationship between the quality of service and client satisfaction in the Fertility Clinic Clinic, it is acceptable.

Working hypothesis (H1) and null hypothesis (Ho). Regarding the analysis of the quality of service at Clinifer North Fertility Clinic, the quality of service is controlled to a high degree and efficiency, defined by the following characteristics: (100%), complaints are addressed quickly (33%), Disagree (67%), The clinic provides personal attention (100%), support (100%), support (10%), friendly (89%), disagree (10%), helpful service (100%), repeat service (75%), satisfied service (97%). In this sense, the quality of not making mistakes is the quality of doing everything right the first time and the quality of complying with assumptions. (Martínez 2012).

Tables 1 and 2 define the public health quality management index ( $\chi^2=35308$ ;  $p=6900$ ). According to Nagelkerke (0.481), public health policy should depend on 48.1% of the different qualities of public administration. In Latin and Peruvian government, results-based public management, process-based management, purpose-driven management, quality management, and strategic management have emerged, led, developed, and complementary approaches. They were developed in ministries such as the Ministry of Health to implement quality control methods (Morveli 2021).

The test statistic depends only on a sufficiently small variable. (Institutions Repositories of the University of San Nicolás de Hidalgo, Michoacana 2018-09. The chi-square test is concerned with finding the square of the difference between the actual value of the data and the expected value of the data and dividing the difference by the expected value of the data. We know that there is a link between public health policy and step-by-step quality management assurance. The technique used is treated. Through research on public policies and attention to people, it is examined whether these policies are related to the care of people who deserve special constitutional protection, and who deserve quality care, I judged the difference. A probability test is a hypothesis test used to establish the goodness of fit of two statistical models (an alternative model and a null model). Probability is based on evidence. It means that many times the data is true for one model and true for another model.

The Public Management of innovation is an alternative that leads to sustainable development, in accordance with the political, economic, social, cultural system and the form of public management. Government, policies and regulations, politics and policies, culture and government machinery unequivocally contribute to sustaining the development of a country. A proposal for a public innovation management model. Based on analysis, synthesis and experimentation, the conceptual and methodological foundations of the model were presented, including the scope, principles and aspects of the implementation of the national vision (Bermúdez et al., 2021).

Not everything is public, not everything public becomes political, and public affairs are managed only by governments. Use information and communication technologies to manage public health insurance to make a healthier public policy. Work on projects, and monitor the results of the system through indicators to verify progress at the national and regional levels.

Some definitions of the problems in the implementation of information technology plans are necessary, but it is true that adequate participation, participation must be encouraged and increased by the State and society. Strengthen ongoing policies that meet people's inadequacies and have a positive impact on people. Governance has an impact on the quality of public management by

enriching government capacities, improving instruments and unlocking government powers. The different approaches to public management between Latin Americans and nationals represent answers and solutions in various processes, different problems posed by governments that are not capable of providing solutions to their national needs and even the public, which is a single administration or a single response, is answered by affirming that there are several missions, or by showing that there are several ways to approach the matter (Johnson et al. 2020).

Using methodological instruments, we demonstrate the scope of the study, which allows us to articulate public policies from the base of the entity with the state administration. (Vegas 2017). The political strategy developed was successful because measures were applied to mitigate the effects of COVID-19 with the resources available at that time to prevent the deterioration of health measures and not fall into poor decision-making (Téllez & Sietchiping 2022). In the approach to the goals of management, he also talks about evaluating current jobs. Similarly, the process approach describes the value chain of all assets whose employees recognize their contribution to the product or service and produce value or service for the user (Vargas 2019).

Another common practice we mentioned is a sense of purpose in the context of performance management. This means defined objectives in strategic and operational fields that aim to generate products, services, and results (Melgar 2019). An approach oriented to results management, that is, goal-oriented strategies that are established as part of boundary-based management, all activities that are developed must be directed to certain defined goals (Vargas 2019). The creation of objectives throughout the course of measurement should emphasize the metrics that inform the present that they are achieving the established objectives (Cepeda & Otálora 2020).

The incidence of governance in public management, through the Nagelkerke indicator, is estimated at 27.9% (demonstrating a low correlation) of the total variability and  $\text{sig.}=0.000 < 0.05$ , evidencing its influence on the management of the exercise of authority, comprising a series of mechanisms and processes to benefit citizens. Governance puts the work of State institutions first, cooperating with the private sector and other organizations to achieve the general welfare. Strategic management refers to the phase of setting goals and clarifying strategy, and then developing or refining the vision, goals, or strategy. It is also stated that it leads to the achievement of organizational objectives (Salas, 2021).

Electronic government (Table 8) shows a significance -value=0.001; being less than 0.05 causing an impact on state management. The Nagelkerke indicator estimates 44.1% of the total variable. The integration of management by e-government and digital media allows users to maintain accurate information, and because information is accessible virtually and online from physical locations, users can access physical and virtual government through citizen participation. The method can be identified. Depending on how the management team develops, the organization has technical systems in place that would provide greater accountability and transparency, for example, through management. In the purchase and purchase system. The aim is to triangulate previous studies, theoretical frameworks and results, and to provide recommendations for best practices and management practices. This is a process that facilitates data validation for transit sources.

The results obtained are directly related to (Gutiérrez 2019) states that the electronic State is a technological instrument to bring citizens closer to better service. The main objective of the administration is to modernize local administration, which coincides with the results of enlargement. (De Linares 2020), this explains the clear and simple results that ICT can be adapted to processes, simple operations, resource optimization and streaming management. Based on the three methodologies used in this study, we interpret the definition of eGovernment as a technology that is contingent and innovative that occurs in the ICT-intensive forms of use of municipalities.

The general purpose is the analysis and better management of the use of communication and information technologies in public administration, and it is used, among other things, as a technique and tool for observation, documentary review and data collection. Public policy can be understood as a privileged field for enforcing the "consensus" between the State and society. It is a new conception

of the role of the State, more effective, organized, participatory, and useful to society (Illidge et al. 2020).

Institutional articulation connects us with public management, according to the studies carried out (Table 11) the Sig.-value= $0.001 < 0.05$ , causing a response of the variable. Using the Nagelkerke indicator, low correlation (30%) of variability is calculated under the general hypothesis using Pearson in the test, the sample reached the level of statistical significance 0.000. This is lower than the significance level of 0.05 in the table. This means that in 2018 there was a significant relationship between corporate governance and the quality of education at the Patronal Apostolic Institutions of Santiago in Lucano. The correlation was equal to 0.49 (mean correlation).

Similarly, for internal control, 74% of the teachers considered the sample adequate, 26% regular and 0% inadequate. According to the institution's management, 84% of the teachers surveyed consider the level adequate, 16% regular and 0% incomplete. According to the administration, 80% of the teachers surveyed consider that the level is adequate, 20% regular teachers and 0% fail. For the training variables contained, 86% of the teachers considered the sample equal, 14% considered themselves regular teachers and 0% considered themselves imperfect teachers. According to the organization of the administration, 92% of the teachers surveyed consider the level to be good, 8% average and 0% poor.

Regarding teacher performance, 78% of the teachers surveyed consider the grade to be good, 22% average and 0% poor. As for 34 family and social commitment, 56% of the teachers surveyed consider it excellent, 44% average and 0% poor. Research confirms that inter-institutional cooperation generates a higher level of knowledge, efficiency and effectiveness by investing in existing resources, increases the level of legitimacy and is associated with authoritarian institutions and higher productivity. multitude of fame. Reserves between thrusters should be avoided. Cohesive connections then lead to deprioritization and consistency in decision-making to achieve desired goals. Larger organizations, such as the social or environmental sector or Customer Service Coordination, are becoming more and more involved when it comes to proposing recommendations. In local governments, the strategic formulation of local plans and specific socioeconomic development programs have the explicit or implicit purpose of achieving synergies (Díaz and Pulido 2018).

## Conclusions

According to the general objective, the Nagelkerke indicator estimates 48.1% (moderate correlation) of the total variability and the estimation of parameters by the Wald method= $786,021$  and following= $0.000 < 0.05$ , it can be determined that public health policy significantly affects the quality of public management in Peru 2021 and the general hypothesis investigated is accepted.

Taking into account the first specific objective, the so-called Nagelkerke index represented 27.9% of the total variation (under respect) of the estimated module. Wald= $762.598$  et seq.= $0.000 < 0.05$ , given the exact hypothesis of a study, it can be concluded that health management and public health policies in Peru 2021 influence the quality of management.

Taking into account the second specific objective, we observe the values of the pseudo-R squared in terms of variability explained by the model, where the Nagelkerke indicator estimates at 44.1% (moderate correlation) of the total variability, the parameter estimation that by the Wald method =  $957,306$  and following= $0.000 < 0.05$  based on the estimates of the module and can be deduced. In Peru as of 2021, institutionality significantly affects the quality of public management, with the detailed hypotheses of the three studies being accepted.



## Reference

- [1] Andrade Gallardo (2020). Strengthening Public Health Management in Patagonia. <https://dialnet.unirioja.es/servlet/tesis?codigo=300114> Armijo and Espada (2014). Quality of Public Expenditure and Institutional Reforms in Latin America. [https://repositorio.cepal.org/bitstream/handle/11362/37012/S1420450\\_es.pdf?sequence=1&isAllowed=y](https://repositorio.cepal.org/bitstream/handle/11362/37012/S1420450_es.pdf?sequence=1&isAllowed=y)
- [2] Arteaga, G. (2020). Quantitative approach: methods, strengths and weaknesses. Retrieved from Testsiteforme. <https://www.testsiteforme.com/enfoquecuantitativo/>
- [3] Ayllón (2017). Electronic Government and the Tax Collection of the Vehicle Tax in the Tax Administration Service of Lima. [https://repositorio.ucv.edu.pe/bitstream/handle/20.500.12692/5325/Ayllon\\_S\\_KDC.pdf?sequence=1&isAllowed=y](https://repositorio.ucv.edu.pe/bitstream/handle/20.500.12692/5325/Ayllon_S_KDC.pdf?sequence=1&isAllowed=y)
- [4] Bawole Justice (2019) SME policy formulation and implementation in Africa: Unpacking assumptions as opportunity for research direction. <https://www.sciencedirect.com/science/article/abs/pii/S0148296318300456>
- [5] Béland, D., Howlett, M., & Mukherjee, I. (2018). Instrument constituencies and public policy-making: An introduction. *Policy and Society*, 37(1), 1-13. <https://www.tandfonline.com/doi/full/10.1080/14494035.2017.1375249>
- [6] Bovens Mark & Hart Paul't (2016) Revisiting the study of policy failures. <https://www.tandfonline.com/doi/full/10.1080/13501763.2015.1127273>
- [7] Bucheli del Águila, B., Guevara Salas, S., & Rotondo Dall'Orso, E. L. (2022). Evaluation in Peru. In *The Institutionalisation of Evaluation in the Americas* (pp. 323-353). Palgrave Macmillan, Cham. [https://link.springer.com/chapter/10.1007/978-3-030-81139-6\\_11](https://link.springer.com/chapter/10.1007/978-3-030-81139-6_11)
- [8] Campos Contreras (2020) Municipal Management Capacity, Participatory Management in Public Policies in Workers of the District Municipality of Humay, Ica. 43 [https://repositorio.ucv.edu.pe/bitstream/handle/20.500.12692/58588/Campo\\_s\\_CME-SD.pdf?sequence=1&isAllowed=y](https://repositorio.ucv.edu.pe/bitstream/handle/20.500.12692/58588/Campo_s_CME-SD.pdf?sequence=1&isAllowed=y)
- [9] Carrasco Díaz, S. (2005). *Methodology of Scientific Research*. Edit. San Marcos 1st Edic. Lima, Peru. Carrillo-Larco, R. M., Guzmán-Vilca, W. C., León-Velarde, F., Bernabe-Ortiz, A., Jiménez, M. M., Penny, M.
- [10] And.... & Miranda, J. J. (2022). Peru–progress in health and sciences in 200 years of independence. *The Lancet Regional Health-Americas*, 7, 100148. <https://www.sciencedirect.com/science/article/pii/S2667193X21001447>
- [11] ECLAC, N. (2018). Fiscal Overview of Latin America and the Caribbean 2018: the challenges of public policies in the framework of the 2030 Agenda. <https://repositorio.cepal.org/handle/11362/43405>
- [12] Cepeda, M. J., & Otálora, G. (2020). Modernization of the administration of justice through artificial intelligence. <https://www.repository.fedesarrollo.org.co/handle/11445/3980>
- [13] del Pilar Téllez Soler, M., Sietchiping, R. (2022). Renaissance of Public Health as a Determining Factor of Urban Governance. In: Nunes Silva, C. (eds) *Local Government and the COVID-19 Pandemic. Local and Urban Governance*. Springer, Cham. [https://link.springer.com/chapter/10.1007/978-3-030-91112-6\\_2#citeas](https://link.springer.com/chapter/10.1007/978-3-030-91112-6_2#citeas)
- [14] Díaz Rodríguez, C. J., & Pulido Rosales, J. G. (2018). Inter-institutional articulation and its influence on the generation of public value in the Provincial Municipality of Chepén, 2017. <https://repositorio.ucv.edu.pe/handle/20.500.12692/28185>
- [15] Díaz-Canel Bermúdez et al. (2021). Governance Management based on Science and Innovation: Advances and Challenges. <http://www.revistaccuba.cu/index.php/revacc/article/view/e1235/1359>
- [16] Elazar, D. J. (1994). *Federal System of the World* (p. 3). A Hand Book of Federal, Confederal and Autonomy Arrangements. Harlow: Longman. <https://www.jcpa.org/dje/books/fedsysworld-intro.htm> 44
- [17] Encinas (2021) Dahl (2018). The Alexaian Theory of Principles and Two Conceptions of Democracy. [https://rua.ua.es/dspace/bitstream/10045/114319/1/Doxa\\_2021\\_44\\_15.pdf](https://rua.ua.es/dspace/bitstream/10045/114319/1/Doxa_2021_44_15.pdf) Escudero and Cortez (2018). Qualitative Techniques and Methods for Scientific Research Editorial UTMACH. <http://repositorio.utmachala.edu.ec/bitstream/48000/12501/1/Tecnicas-yMetodoscualitativosParaInvestigacionCientifica.pdf>
- [18] Fernández (2018). Electronic Government and its Relationship with Citizen Participation in the District Municipality of



Nueva Cajamarca. <https://repositorio.ucv.edu.pe/bitstream/handle/20.500.12692/28767/Fern%C3%A1ndez%20CNO.pdf?sequence=1&isAllowed=y>

- [19] Fidiás G. (2012) The Research Project, introduction to scientific methodology Editorial Episteme, ca Caracas. Financial Times (2021), 20-April. Coronavirus tracker: the latest figures as countries fight the Covid-19 resurgence. Retrieved April 20, 2021, <https://www.ft.com/content/a2901ce8-5eb7-4633-b89ccbdf5b386938>
- [20] Flores Lévano (2020). Evaluation of Public Policies on Citizen Security in Relation to the Level Reached by Criminal Activity in the Ica Region, in the period 2016-2018, in the Perception of Local Authorities. <https://repositorio.une.edu.pe/bitstream/handle/20.500.14039/4946/Lisset%20Adelaida%20FLORES%20LEVANO.pdf?sequence=1&isAllowed=y>
- [21] Folleco Chalá, J. M., & Legarda Sevilla, M. A. (2020). Public Administration: Descent of Bureaucracy, New Public Management and Governance in Latin America. <http://www.dspace.uce.edu.ec/handle/25000/23942>
- [22] Giraudy, A., & Pribble, J. (2020). Territorial inequality in health service delivery: Lessons from Latin America's Federations. *Latin American Politics and Society*, 62(3), 19-43. <https://doi.org/10.1017/lap.2020.5>
- [23] González, A. L., Chiliquinga, V. E. M., & Benavides, P. R. S. (2019). Socially responsible public management: A case spinning development in Ecuador. *Revista 45 Venezolana de Gerencia*, 2, 285-307. <https://www.redalyc.org/journal/290/29063446016/29063446016.pdf>
- [24] Degrees (2021). Public Policies and Social Welfare in People with Disabilities at the OMAPED of the District Municipality of Parcona, Ica. [https://repositorio.ucv.edu.pe/bitstream/handle/20.500.12692/73169/Grados\\_VJB-SD.pdf?sequence=1&isAllowed=y](https://repositorio.ucv.edu.pe/bitstream/handle/20.500.12692/73169/Grados_VJB-SD.pdf?sequence=1&isAllowed=y)
- [25] Graglia, J. E. (2012). In the search for the common good: a manual of public policies. Buenos Aires: Konrad Adenauer Stiftung.
- [26] Gui, L., Yin, Z., & Nie, H. (2020). Interest articulation, social stability and public governance. *China Political Economy*. <https://www.emerald.com/insight/content/doi/10.1108/CPE-05-2020-0002/full/html>
- [27] Hernández (2014). Research Methodology Edit, McGraw-Hill / Interamericana Editores S.A. 6th. Edic. <https://www.uca.ac.cr/wpcontent/uploads/2017/10/Investigacion.pdf>
- [28] Hernández Vargas, C., & Pinillos Castillo, W. R. (2019). Tourism awareness and sustainable tourism and tourism product design. <https://repositorio.sena.edu.co/handle/11404/5793>
- [29] Hernández, J. E. R. (2020). From Management Systems To The Integrated Model Of Planning And Managing In The Public Sector: A Review Of The Colombian 46 Case. Read. *Revista Eletrônica de Administração* (Porto Alegre), 26, 137- 175. <https://www.scielo.br/j/read/a/n3Dmvtqvr98ZLRFkGLkZpGL/abstract/?forma t=html&lang=in> Hernández, R., & Mendoza, C. (2018). Research methodology. The quantitative, qualitative and mixed routes | RUDICS. <https://virtual.cuautitlan.unam.mx/rudics/?p=2612>
- [30] Hernández, R., Fernández, C., & Baptista, P. (2014). RESEARCH METHODOLOGY. <https://doi.org/968-422-931-33456789012> Hilarión Vegas Meléndez (2017) Public policies and governance: Articulation for autonomous local public management. <https://journals.openedition.org/polis/12661>
- [31] Illidge Correa (2020). Effective Use of Information and Communication Technologies in Sanctioning Processes and Fiscal Responsibility. <https://produccioncientificaluz.org/index.php/cuestiones/article/view/36190> Irrázaval Llona, I. (2020). Proposals for a better quality of spending and public policies in Chile.
- [32] Kuhlmann, S., & Rip, A. (2018). Next-generation innovation policy and grand challenges. *Science and public policy*, 45(4), 448-454. <https://academic.oup.com/spp/articleabstract/45/4/448/4915392?login=false>
- [33] Kuniyoshi (2018). Electronic Government and Information Technologies.
- [34] Larrouqué, D. (2017). Institutionalizing digital inclusion policies: the programs of Argentina, Peru and Uruguay in comparative perspective. *Polis. Latin American Review*, (48). <https://journals.openedition.org/polis/12641> Law 29344. Law that establishes the regulatory framework for universal health insurance, access and the functions of regulation, financing, provision and supervision of insurance.
- [35] Del Perú, C. P. (1993). Political Constitution of Peru. Lima, Peru. [http://www.mintra.gob.pe/archivos/file/SNIL/normas/\\_1993\\_1273.pdf](http://www.mintra.gob.pe/archivos/file/SNIL/normas/_1993_1273.pdf) Linares Arias, J. A. (2020). Electronic government as a factor of innovation and management development in the District Municipality of Chorrillos-Lima. <https://repositorio.ucv.edu.pe/handle/20.500.12692/47287>
- [36] Martínez, A. (2012). Quality of employment in the Venezuelan labor market: an analysis for the period 1995-2005. *Gaceta Laboral*, 18(2), 173-212. <https://www.redalyc.org/pdf/336/33623780002.pdf>
- [37] Morveli Salas, G. (2021). National Policy for the Modernization of Public Management 2021 in the Institutional Strategic Planning of the Municipality of Andahuaylillas 2020. [https://repositorio.ucv.edu.pe/bitstream/handle/20.500.12692/70189/Morveli\\_SG-SD.pdf?sequence=1&isAllowed=y](https://repositorio.ucv.edu.pe/bitstream/handle/20.500.12692/70189/Morveli_SG-SD.pdf?sequence=1&isAllowed=y)
- [38] Nobari, N. (2022). How Strategic Entrepreneurship Benefits Public Administration: A Potential Application of

- Complexity Theory. In Strategic Entrepreneurship (pp. 183-204). Springer, Cham. [https://link.springer.com/chapter/10.1007/978-3-030-86032-5\\_9](https://link.springer.com/chapter/10.1007/978-3-030-86032-5_9) Ñaupas (2018). Research Methodology. Edit. Ediciones de la U 5ta. Edic. [https://edicionesdelau.com/wp-content/uploads/2018/09/AnexosMetodologia\\_%C3%91aupas\\_5aEd.pdf](https://edicionesdelau.com/wp-content/uploads/2018/09/AnexosMetodologia_%C3%91aupas_5aEd.pdf) 48
- [39] Ortega Bolaños, J. A. (2020). Health policies, a transdisciplinary field of study. *Journal of Public Health*, 20, 649-654. <https://www.scielo.org/article/rsap/2018.v20n5/649-654/es/>
- [40] Oszlak, O. (2022). Trends of Public Management Reform in Latin America. *International Journal of Public Administration*, 45(4), 308-318. <https://www.tandfonline.com/doi/full/10.1080/01900692.2021.2008962> Padilla (2021). Public Policies to Improve the Quality of Health Services. <https://ciencialatina.org/index.php/cienciala/article/view/223>
- [41] Páez (2012). Electronic Government in Latin America from a Critical Perspective. <https://repositorio.ulima.edu.pe/handle/20.500.12724/1840> Development Effectiveness Overview (DEO) 2019 IDB Development, B. I., Invest, B. I. D., & Peters, A. (2019). Development Effectiveness Overview (DEO) 2019. <https://policycommons.net/artifacts/304394/panorama-de-la-efectividad-en-el-desarrollo-deo-2019/1221298/>
- [42] Paredes (2020). Electronic Government and Accountability in the District Municipality of La Banda de Shilcayo. [https://repositorio.ucv.edu.pe/bitstream/handle/20.500.12692/46350/Paredes\\_s\\_TE-SD.pdf?sequence=1&isAllowed=y](https://repositorio.ucv.edu.pe/bitstream/handle/20.500.12692/46350/Paredes_s_TE-SD.pdf?sequence=1&isAllowed=y)
- [43] Paz-Noguera, B. A. (2020). Trends in the design of public health policies for the Covid-19 pandemic in Latin America. *Universidad y Salud*, 22(3), 327-339. <https://doi.org/10.22267/rus.202203.205>
- [44] Peñafiel-Chang, L., Camelli, G., & Peñafiel-Chang, P. (2020). Pandemic COVID-19 Pandemic: Political-Economic Situation and Health Consequences in Latin America. *Ciencia unemi*, 13(33), 120- 128. <https://doi.org/10.29076/issn.2528-7737vol13iss33.2020pp120-128p>
- [45] Peñaloza, B., Leisewitz, T., Bastías, G., Zárate, V., Depaux, R., Villarroel, L., & Montero, J. (2010). Methodology for the evaluation of the cost-effectiveness relationship in primary care centers in Chile. *Revista Panamericana 49 de Salud Pública*, 28(5), 376-387. <https://www.scielo.org/pdf/rpsp/2010.v28n5/376-387>
- [46] Pizarro (2021). Municipal Public Management and Tourism Planning of the Huacachina Resort, Department of Ica – 2020. [https://repositorio.ucv.edu.pe/bitstream/handle/20.500.12692/56900/Pizarro\\_OGR-SD.pdf?sequence=1&isAllowed=y](https://repositorio.ucv.edu.pe/bitstream/handle/20.500.12692/56900/Pizarro_OGR-SD.pdf?sequence=1&isAllowed=y)
- [47] Ponce de León, Z. (2021). Health System in Peru and COVID-19. <http://repositorio.pucp.edu.pe/index/handle/123456789/176598> Pueyo, T. (2020). Coronavirus: the hammer and the dance (2020). URL: <https://medium.com/@tomaspueyo/coronavirus-the-hammer-and-thedancebe9337092b56>. Citations in this document, 1(3.7). <https://medium.com/@tomaspueyo/coronavirus-the-hammer-and-thedance-be9337092b56>
- [48] Ramírez-Pereira, M., Pérez Abarca, R., & Machuca-Contreras, F. (2021). Public policies for health promotion in the context of COVID-19, in Chile, an approach from situational analysis. *Global Health Promotion*, 28(1), 127-136. <https://doi.org/10.1177/1757975920978311>
- [49] Riggiozzi, P., & Ryan, M. (2022). The credibility of regional policymaking: insights from South America. *Globalizations*, 19(4), 604-619. <https://www.tandfonline.com/doi/full/10.1080/14747731.2021.1893530>
- [50] Román (2020). Information Technologies and Quality of Educational Services at the National Autonomous University of Alto Amazonas. [https://repositorio.ucv.edu.pe/bitstream/handle/20.500.12692/45979/Rom%20c3%a1n\\_ARD-SD.pdf?sequence=1&isAllowed=y](https://repositorio.ucv.edu.pe/bitstream/handle/20.500.12692/45979/Rom%20c3%a1n_ARD-SD.pdf?sequence=1&isAllowed=y)
- [51] Salas, G. M. (2021). Approaches to Public Management and its Influence on the Peruvian Government 1990 to 2020. *Ciencia Latina Revista Científica Multidisciplinar*, 5(3), 3496-3512. [https://doi.org/10.37811/cl\\_rcm.v5i3.546](https://doi.org/10.37811/cl_rcm.v5i3.546) Samijadi (2017). Baum and Di Maio (2017). Social Media Usage in e-Government: Evidence from Suriname. <https://www.macrothink.org/journal/index.php/jpag/article/view/11268> 50 Sánchez (2018). Manual of Terms in Scientific, Technological and Humanistic Research. Edit. Universidad Ricardo Palma 1ra. Edic. <https://www.urp.edu.pe/pdf/id/13350/n/libro-manual-de-terminos-en-investigacion.pdf>
- [52] Sedano Gilvonio (2020). Public Policies and Health Management Under a Quality Model at the Naval Hospital 2020. <https://dialnet.unirioja.es/servlet/tesis?codigo=300114>
- [53] Shupingahua Gutiérrez, K. (2019). Technological convergence and quality of service to the user in the Provincial Municipality of Mariscal Cáceres, 2017. <https://repositorio.ucv.edu.pe/handle/20.500.12692/31720>
- [54] Silva, I. (2021). Rosanvallón P. (2015). Good Governance. (H. Pons, Trans.). <https://revistaderecho.ucn.cl/index.php/revista-derecho/article/view/3932>

- [55] Torregrosa, M., & Gutiérrez, R. (2009). Knowledge and power in communication professionals: An approach to the concept of authority from the epistemology of communication. *Keyword*, 12(2), 287-299. [http://www.scielo.org.co/scielo.php?script=sci\\_arttext&pid=S0122-82852009000200008](http://www.scielo.org.co/scielo.php?script=sci_arttext&pid=S0122-82852009000200008)
- [56] Vázquez, T. O. J. (2008). Development of the planning strategy for the training process in the CICPC Project (Doctoral dissertation, UNIVERSITY OF COMPUTER SCIENCES). [https://repositorio.uci.cu/jspui/bitstream/ident/TD\\_1117\\_08/1/TD\\_1117\\_08.p DF](https://repositorio.uci.cu/jspui/bitstream/ident/TD_1117_08/1/TD_1117_08.p DF)
- [57] Ventura-León, J. L. (2017). Population or sample?: A necessary difference. *Cuban Journal of Public Health*, 43(4), 0-0. <http://www.revsaludpublica.sld.cu/index.php/spu/article/view/906/948>
- [58] Waitzkin, H. (2006). A century and a half of forgetfulness and rediscovery: Virchow's enduring contributions to social medicine. *Social Medicine*, 1(1), 6-11. <https://www.socialmedicine.info/index.php/medicinasocial/article/view/1451>
- Wilson, J. (2019). What are public policies and what are they for? *In Iure*, 2. <https://revistaelectronica.unlar.edu.ar/index.php/iniure/article/view/492>
- [59] World Health Organization. (2008). World Health Report 2008: Primary health care needed more than ever. World Health Organization. [https://apps.who.int/iris/bitstream/handle/10665/43952/9789243563732\\_spa.pdf](https://apps.who.int/iris/bitstream/handle/10665/43952/9789243563732_spa.pdf)