Public administration from home in the context of Higher Education Institutions

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ABSTRACT: Public administration, in general, depends on external factors to a federal organization. The operational guidelines are dictated by politically established authorities who, according to the cabinet in turn, give instructions to align all federal work according to a single ideology.Thus, in this way, the challenge for federal organizations lies in aligning their own objectives and serving them according to the external regulations imposed in order to comply with committed indicators and be positively measured for the good of the organization.Challenges intensify when serviced remotely.

In this work the general concepts of public administration, remote work and indicators are established. Each of them is analyzed and they are correlated with the objective of raising a point of view of the author landed in the case of Public Administration carried out at a distance in Higher Education Institutions.

KEYWORDS: Public Administration, Remote work, Indicators.

1. INTRODUCTION
1.1 PUBLIC ADMINISTRATION
First, it is important to know and understand the term administration and what it entails.

In theory, administration can be defined as the process of planning, organizing, directing and controlling the use of organizational resources to achieve certain objectives with efficiency and effectiveness (Chiavenato, 2001), on the other hand, it also contemplates the process of designing an environment in which they work through groups in which each individual has one or more specific objectives that must be efficiently served to maintain the mentioned environment (Koontz, 2004) and they are allowed to contribute in order to

meet and work in harmony for the good and growth of the institution.

It should not be forgotten that the administration seeks to obtain or generate a productivity previously set as an objective or goal of the organization and that this, as mentioned before, implies doing things effectively and efficiently to comply in time and form with productivity, which focuses on indicators that should and will be evaluated to measure the progress of the institution.

When the administration is executed, at any level, but in government instances, it revolutionizes the concept by concentrating on what is known as "public administration", which can be defined as an instrument, a machine that must function correctly but at the same time. that it is useless to ask what it intends (Brugué, 2001), and it is useless, because in the long run, more elements interfere in the public administration that do not allow it to flow like the administration that is traditionally executed in other settings but that clearly are not of government.

In other words, those elements that interfere so that the information flows as the "ideal administration" falls on the term bureaucracy; same that from the end of the 18th century began to be a benchmark in administration models and that today continues to be a difficult paradigm to break.

Bureaucracy must be understood in Weberian thought as part of "an ideal type" (without meaning here "normative" or referring to the ought to be). In other words, it implies an objective and understanding of the meaning by individuals to their actions and what motivates them to carry them out.

This model implied that the administration was made up of hierarchical organizations, in charge of the direct provision of public services in accordance with political decisions, served by administrators responsible to elected politicians,

endowed with limited discretion and subject to the law (Baena del Alcázar, 2008).

So, in practice and in reality, public administration is made up of a series of ideas and contexts originating from political, economic, social and cultural institutions, judgments, opinions and values that lead us to its internal composition (Etzioni, 1979), that which determines its functioning and its transformation potentialities, do not really depend on the working group that must meet the institutional objectives, but this discipline comprises only one aspect of the functioning of the political system and from there, everything else must be to align, this leads the traditional administration to face non-constant elements that force the change of the goals and objectives initially set by the institutions, hence the difficulties that arise to align objectives and clarify the work to be done towards the executing group, then the actions and activities of the government institution are complicated, which, depending on Taking into account the ideas of the political sector, the changes in cabinets and the objectives that are transformed from time to time, it must fulfill to provide the service to which it is intended, always the same and of quality, but with different methodologies and tasks that vary and are ordered from the top.

1.2. REMOTE WORK.

The administration, whether traditional or public, requires linking activities that involve the constant relationship between groups from high to lower management, this in order to correctly execute the instructions that, as mentioned before, come from political groups with possession in turn and with particular ideas.

It's complicated. Attending to so many needs and generating various strategies to achieve it is exhausting, but at the end of the day, it is a job that must be done.

For the operational level, and according to the labor law of the Mexican Republic, the working day consists of eight hours a day. For a level of leadership, sub-management, management, the reality is that the working day is extended, many times without financial compensation, however, it is necessary to be able to attend to the issues that are required to meet the objectives. It is true that the working day does not exceed the usual working day too much and it even allows defining a starting and ending time of work activities in the day, which leads to perfectly managing the working life and personal life of the worker, without neglecting the employment relationship between employee and institution.

Distance work (carried out at the worker's home or other place where they are available) refers, even from the European Telework Framework Agreement agreed on July 16, 2002 (Eraso, 2008), and specifically considering its technological modality, that distance work offers the great advantage of acting as a measure of labor flexibility for both parties of the labor relationship (Méndez, 2002).

For the worker, of any level, the flexibility to which it refers is mainly related to the opportunity to better combine his work and private life (considering in the latter the personal and family life), therefore, by the pure fact of being able to moving the job to the home, to the family home, gives the opportunity to achieve the combination and action of caring for both simultaneously without neglecting the responsibilities that each element represents. In this way, if you want to attend to both aspects of life during the working day, it is or seems easier and more feasible to take your work home than to take family members to the workplace.

Although not all work can be done remotely, it is confirmed that there are more and more options and adaptation of both physical space and technological operability, and most of the time they are a strong restriction for the Mexican worker.

This restriction that the worker lives responds at some point of the working day (now combined with the responsibilities of the house), to a physical, mental or emotional pressure, same feelings that can trigger a stress factor, which generates being great part of the day connected to different platforms, attending different activities such as meetings and / or complete work sessions with different audiences with the fear that there is a communication failure due to a technical problem in the network or the different noise factors that they exist in the home and its surroundings, situations that tend to interrupt the flow of communication and the concentration of the audience.

Well-programmed remote work can increase productivity, the results can be positive and the work commitments for those who lead a work team, without a doubt, will be favorable to the objectives of the organization; However, poorly done remote work can damage labor relations, communication between work teams and demotivate each individual's own quality of life.

1.3. COMPROMISED INDICATORS.

To measure the fulfillment of objectives and goals that an institution has as a basis for its

development, a series of elements that are committed must be attended to and that allow the partial and total evaluation of institutional fulfillment of various variables. Those elements are called indicators.

An institution must set and commit to the fulfillment of a certain number of indicators and within them to a certain number of elements capable of being measurable through productivity in numbers.

It is true that once committed, these indicators must be fully satisfied, that would indicate that the institution is walking adequately, otherwise it must be justified why the indicator was not met and, in turn, with the objectives set initially.

Many factors take part in the success of compliance with indicators, many of them totally depend on the operating group and the administration within the institution, in which mutual support, teamwork, the ability of staff to propose solutions, Among others, they ensure compliance in a timely manner, however, there are other factors that depend on the public administration and that are implemented by entities external to the institution, this causes an imbalance that moves all elements of the administration within the institution and that put at risk the fulfillment of compromised indicators.

In this way, it is recurrent to find a great variety of indicators and at the same time, different definitions of what an indicator is (Alfaro 2016).

Among all of them we can highlight the following:

−OMT (2005): "Indicators are measures of the existence of difficulties or the severity of those already known, indications of situations or problems to come, measures of risk and the potential need for action, means of identifying and evaluating the results. of our actions".

-Bauer (1966): "Social indicators are statistics, statistical series or any form of indication that makes it easier for us to study where we are and where we are going with respect to certain objectives and goals, as well as to evaluate specific programs and determine their impact".

Thus, compliance with indicators is, moreover, an essential section to determine whether or not the institution is doing things well.

2. THE DISTANCE PUBLIC ADMINISTRATION IN THE EDUCATIONAL CONTEXT.

It has been a year since the implementation of work from home, this as a strategy to avoid contagion due to the spread of a virus that shook the whole world and that aroused enormous fear within the families who every day took up the challenge of leaving house to find the income that would allow them to maintain their economy.

Many changes have happened since then. The economy collapsed in various sectors, the lack of a properly founded strategic plan caused many companies to close, the shortage of basic necessities was present and many people lost their jobs.

These changes then provoked the struggle for an adaptation, without precedent, which forces people to try their best to get out of the house, find a daily sustenance and avoid acquiring the disease. Unfortunately, the contagion curves in our country indicate that this adaptation has been slow and has been implemented only by trial and error, many lives were lost in the course and unfortunately many popular theories regarding the virus came to light, provoking little thought. reliable that justified, for many, the lack of care or acceptance of the recommendations that the health sector mentioned every day.

Within the affected sectors is the education sector. Highly hit at the beginning of the pandemic because it was not contemplated or there was no planning to carry out activities at a distance. This caused the system to be on the verge of collapse. Processes, procedures, activities, etc. that were carried out strictly in person, they were forced to change their reference and be carried out in an unusual way, which was not contemplated and much less ready to be executed.

From the attention to a student, the presentation of the online class, the use of digital platforms, the search for software for content editing, the interaction with students and parents, the offer of services, and many more activities, they had to put to the test and be carried out immediately and well to be attended in a timely manner, otherwise the complaints of the students were not forgiving and were pronounced through social networks that, to the external eye, made it appear that the educational staff did not work, it seems that the pandemic only affected users and not staff.

Without a doubt, it should be celebrated that social networks have put the authorities to work and pay more attention to the dissemination of messages and the solidarity that students and parents show in this time of pandemic. But doing it without justification does not add anything. Preconceiving hatred and spreading it only fuels collective pessimism and ineffectiveness. If you go to all the educational institutions affected by this

social phenomenon and look for a person in charge in those positions where decisions are made, you would find a number of obstacles, especially of an economic nature, that prevent serving the student population in a way efficient.

Before the external and / or collective eye of social networks, it is very fair that the authorities fulfill their work with excellence and without doing dirty tricks. But it is also fair that order be allowed to establish before discord.

From one day to the next, the teachers set up a whole system of compulsory distance education, to continue with their goal of life from home, that adaptation had to happen as soon as possible, the educational system had to get out of this situation in record time and provide quality service immediately. This challenge, without a doubt, caused many of these processes, procedures, activities, etc., to fall strictly on a single person, who, overnight, became the absolute responsible for the proper functioning of all these elements. and their work went from fulfilling a full day of 8 hours a day to having full availability of their time, that is, to being available 24 hours a day, 7 days a week, while in collaborators, due to various factors, found that their response level was slow and sometimes nil, and ended up not consulting them or not assigning them tasks in activities corresponding to their work, since the response requested at the management level did not have a waiting time and had to be dealt with as soon as possible. possible, hence the option was to concentrate everything in one person.

At the administrative level, within higher education institutions (HEIs), the work took a very ambitious path. Responding to requests from the immediate boss, the campus management and the general management, has undoubtedly been a very demanding work within, since the obligations each time increased and many times they were spliced with each other with the aim of be delivered at the same time, however, carried out by only one person, given that, as mentioned above, collaborators could not be considered as an essential part of daily work to respond in a given time and comply with what was requested in time and form.

In addition to that, as time passed, the cut in resources and budgets was announced and made things even more complicated, again modifying the actions to be taken to provide the service.

In the managerial staff, at the leadership level, the conditions were increasingly worse because in technical language, a boss had to carry out the activities of direction, management and execution of 100 percent of the activities and at the same time report and justify the fact of Failure to comply with them in a timely manner, if necessary, or otherwise, report them and wait for the response to know if they were carried out correctly or not and close the activity.

With the passage of time during a pandemic, a very marked effect has been detected. Changes in the habits of staff who, while being at home, carry out various non-work activities, during working hours and who, due to their low level of response, have not been consulted regularly. This has led to the fact that, on occasions, when their support is required to carry out specific activities, the staff even becomes annoyed at being interrupted from their routine. Arguing that he has a lot of work (which as bosses we know he does not) and that he will do it in the space that he considers he can do.

In this way, these three actions that resulted from working from home in the public administration, which are: direction, management and execution activities falling on the same person whose availability change of day from 8 hours a day to 24 hours 7 days a week. week; the reduction of resources to carry out the demanding activities of the position carried out and the changes in the habits of the personnel after one year of pandemic, allow the development of a methodological question that will be developed in this work.

How does remote work affect the public administration for the fulfillment of compromised indicators?

We have nothing left to learn from experience, as it is the only one that gives us the guidance to proceed in remote administrative activities. Let us not forget that the indicators, whatever they are, have not changed due to the pandemic, they remain stable, fixed and must be attended to, regardless of the place, and mark the good progress of the institution.

3. CONCLUSION

Administration is an activity that develops day by day and tends to adapt to the challenges that each institution demands.

To carry it out properly, a work team is required to coordinate and execute, according to the established rules, the tasks that are well considered to achieve the planned objectives.

In public administration, the rules are imposed. That is, they come as instructions from a political cabinet that is in office at the time. These instructions may or may not be aligned with the objectives that the institution, as an organization, proposes. However, these must always be met regardless of who is occupying the position and

how they want to work. This is where conflicts come in to carry out daily chores.

The fact of working remotely complicates things a bit more. The public administration needs to nourish itself with elements so that it can work, and those elements are requested at any time, that is why, those who occupy management, sub-management and leadership positions, totally lose the sense of a stable working day (8 hrs), remaining fully available to attend to matters 24 hours a day, 7 days a week, which leads to tiredness, chronic fatigue and many times the risk of not satisfactorily meeting the objectives.

If the objectives are not met, it means that the indicators proposed from the beginning of the institution's operations have not been satisfactorily met.

Indicators are measurable elements that each institution proposes to meet and measure the institution's operation. Generally, in the public administration there are indicators that are stipulated from outside the institution and that compliance with them depends on whether or not to receive resources to continue operating, other indicators are internal and can be adjusted as required by the institution.

In this way, taking into account the question, How does remote work affect the public administration to comply with the committed indicators?, It can be specified that, at least in Mexico, by not respecting a committed workday of 8 hours a day and Being forced to attend to requests from both internal and external authorities to the institution generates fatigue in the public administrator, who ends up neglecting his private and personal life in order to comply with the indicators, but it is very difficult to achieve it perfectly.

Education professionals are constantly exposed to a psychosocial factor during this isolation, which undoubtedly leads to the need to carry out research on the different phases that this work condition brought to their lives, since each educational level requires specific skills and competencies, psychological support strategies should be developed at institutional and individual level in order to take care of the mental health of these professionals.

The pandemic is leaving us a great lesson, the education sector that has been widely hit. Being a professional in education is not focused on those teachers who acquire digital skills and technological tools, but on those who take on the role of educator and manage to empathize with their students the way of communicating, socializing and sharing their knowledge.

Lack of planning, strategy, leadership have made public administration in the education sector tedious, disappointing and unpromising, instead of being a flexibility option well executed by the administrator and everything that surrounds him and then, enjoy of the benefits that it could give.

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