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He Climate organizational and satisfaction of the user to receive attention in a municipality

Gladys Espinoza Vasquez ¹

<https://orcid.org/0000-0002-1333-5614>

Rossana Enith Juarez- Gutierrez ²

<https://orcid.org/0000-0002-0860-1068>

¹ *University National of the Callao, Peru*

² *Institute National of Statistics and Computer science, Peru*

*Author for the correspondence: gladfer21@gmail.com, educaron@gmail.com

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Summary

In all institutions, the organizational climate is decisive and determinant in influencing the level of management, work performance, human interrelations, the quality of services provided, the well-being and comfort of workers and the population in general. The appropriate organizational climate allows for the development and improvement of municipal management, which by inertia is assumed to be necessary and viable so that it can have an impact on all areas, management, sub-management and dependencies.

The aim is describe he climate organizational and the satisfaction of the user, according to the citizens of a municipality in Peru. The approach was quantitative since it is a method of data collection of information in a predominantly scientific research context, which will be measured numerically, with a descriptive scope. The research design was non-experimental and cross-sectional because the data of the study variables were not manipulated.

The results were tabulated in frequencies and percentages. The results are presented using statistics. descriptive; Carrying out comparisons of the frequencies and percentages of the

El Clima organizacional y satisfacción del usuario al recibir atención en una municipalidad

(The organizational climate and user satisfaction in a municipality)



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organizational and satisfaction of the user, according to 127 citizens older of 33 years surveyed. It was concluded that the organizational climate and user satisfaction, as mentioned by citizens, is at an average level 58% and 52% respectively in a municipality of Peru.

Words clue: Climate organizational, satisfaction, user, municipality

The organizational climate and user satisfaction in to municipality.

Abstract

In every institution, the organizational climate is determining and decisive in influencing the level of management, work performance, human interrelationships, the quality of the services provided, the well-being and comfort of workers and the population in general. The appropriate organizational climate allows the development and improvement of municipal management, which by inertia is assumed necessary and viable so that it can impact all areas, managements, sub-managements and organizations.

The objective is to describe the organizational climate and user satisfaction, according to the citizens of a municipality in Peru. The approach was quantitative since it is a method of collecting information in a predominantly scientific research context which will be measured numerically, with a descriptive scope. The research design was non-experimental and cross-sectional because the data of the study variables were not manipulated.

The results were tabulated in frequencies and percentages. The results are presented using descriptive statistics; making comparisons of the frequencies and percentages of the organizational climate and user satisfaction, according to 127 citizens over 33 years of age surveyed. It is concluded that the organizational climate and user satisfaction, according to citizens, are at a regular level, 58% and 52% respectively in a municipality in Peru.

Keywords: Organizational climate, satisfaction, user, municipality.



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Summary

In each institution, the organizational climate is determining and decisive to influence the level of management, the work performance, the human inter-relationships, the quality of the services provided, the well-being and comfort of workers and the general population. The adequate organizational climate allows the development and aprimoramento of municipal management, which by inertia is assumed necessary and viable so that it can impact all areas, gestões, subgestões and organizations.

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Keywords: Climate organizational, satisfaction, user, municipality.

I. Introduction

The organizational climate and user satisfaction are linked; they influence the work performance of employees and work performance influences the leadership and participation of employees in institutional management; in such a way that being influenced by an adequate organizational climate allows the development of skills and qualities at the service of society.

Managers and directors of public institutions must have the mandate and condition of promoting a favorable organizational climate among workers in public institutions, even if the incentives for excellence and recognition regulated by superiority assign low scores, that is, to expect that the same workers are satisfied with their work so that they can transmit this satisfaction to users, regardless of whether workers have to receive recognition from superiors.



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It is necessary to note that it is necessary to raise awareness among those in charge, in management or executive positions, so that other workers also work responsibly. Ferrari et al. (2019) in the article aimed at analyzing the perception that users have related to organizational development and the support received from companies, mentions that participants have a low perception of the organizational climate and that they lack knowledge about the way in which a certain institution extends support.

Municipalities are public institutions in which both the organizational climate and employee satisfaction user are perceived and the activities that happen inside of sayings institutions impact on citizens, then it is imperative that the activities developed involve solutions of everyday problems for citizens and at the same time wait for it corresponds to their needs. The policy for the management of organizations advanced, but did not yield the expected results. Municipalities have political objectives and apparent conflicts of interest with central and local governments and neighboring countries (Hernández, 2019).

One of the dimensions that some researchers have perceived with a low average was the recognition of the contribution of the motivation dimension (Araya and Medina, 2019) due in some way to the fact that some of the motivations that could have been: internal or external have not been prioritized.

Bernstein & Inostroza (2019), They emphasize what is relevant that exists a elderly organization of municipalities, with the aim of having appropriate methods that are politically feasible. The organizational climate is the set of perceptions and attitudes that employees have about their organization. It is influenced by a series of factors, such as organizational culture, leadership style, policies and procedures, and interpersonal relationships.

A good organizational climate is important for employee satisfaction and organizational performance. Employees who are satisfied with their jobs are more likely to be productive, innovative, and committed to their organization.

Organizational climate

The organizational climate generates organizational development. The Municipal Government Development Office is to post of a person trustworthy with the role of manager, who is responsible to plan, arrange, organize, direct, monitor and evaluate the major and minor special projects of his office and deputy director, management and staff under his command, under responsibility.

Hurtado (2018) stated that the municipal government, as a public system, "is a way for public organization obtains good results for people, being a systematic, flexible and integrated way of obtaining results that can satisfy the needs and expectations of the population."



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Approach in satisfaction from the user

The needs (future needs and current needs) of citizens are defined, based on this desire to bring services closer to citizens (Barría, 2018). It is important that with the continuous development of technology we reach the point where many systems that were previously carried out from the system of the organized organization can now be carried out anywhere in the world and can be found on the Internet at any device output.

User satisfaction is the extent to which users are satisfied with the services services they receive from an organization. It is influenced by a number of factors, such as the quality of services, the accessibility of services, and customer service.

Good customer satisfaction is important for an organization's reputation and its ability to attract and retain customers. Customers who are satisfied with the services they receive are more likely to recommend the organization to others.

Relations between the climate organizational and the satisfaction of the users

There is a positive relationship between organizational climate and user satisfaction. A good organizational climate can lead to greater user satisfaction, as employees who are satisfied with their work are more likely to provide quality service to users.

By example, a study done by the University of Lime found that the municipalities with a good organizational climate had higher levels of user satisfaction. The municipalities with a good climate organizational They had employees further motivated and committed, allowing them to provide better service to users.

That is, organizational climate and user satisfaction are two important factors for the success of a municipality. A good organizational climate can lead to greater user satisfaction, which can benefit the municipality in several ways.

The importance of satisfaction is the level of fulfillment based on the expectations that the external user has after acquiring a product or service. For which the level of fulfillment is find comparing he service either product received in how much to the expectations before of receive it (Marrone & Claudio, 2019).

The diffusion of a managerial paradigm in public administration paved the way for reforms in a wide range of countries at the end of the last century. Governments of different political orientations promoted a drive towards the construction of new public management frameworks in which the redesign of the role of the State and the introduction of performance-oriented models became central.



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The idea of new performance-oriented organizational models was the archetype of management reforms. Changing the internal incentives behind the "controls and forms of delegation" on which traditional bureaucratic models rested was the basis for moving away from the traditional models. in the construction of new roles to the State and their organizations (Arnold & Silva, 2019). The success of management reforms depended largely on the government's ability to institutionalize new institutional forms and arrangements that could produce new patterns of governance. and more efficient for the relationship between the State, markets and civil society in the management of public policies (Jibba & Düvel, 2019).

Local government is a subdivision of public administration and functions as a link between the central State and citizens (Cruz and Marques, 2019). In order to keep up with the convergence criteria and the stability rules of the euro, all Member States face significant financial constraints that also imply increasing budgetary restrictions for local government bodies. However, this is only part of the problem. In fact, the responsibilities of local and regional governments are continuously increasing, going far beyond their traditional sphere of competence.

In addition, in other countries Portuguese local governments are traditionally not familiar with areas such as health and education, but with the decentralization trends observed and the transfer of responsibilities and functions performed by Central administration is mainly the responsibility of municipalities to provide a large number of public services. These decentralization processes can be observed quite widely around the world, which represents new challenges for this field of research (Devas and Delay, 2018).

In the search of the better manner of toast local public services, the managers and municipal managers must design governance models that can efficiently combine the needs of the population and available resources. In this area, the New Public Management (NPM) paradigm, which comprises a portfolio of prescriptions that involve the reordering of traditional administrative structures, has been influencing several governments around the world (Hood, 1991).



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II. Methodology

The approach was quantitative already that is a method of harvest of information in a context predominantly scientific research which will be measured numerically (García, 2019). With descriptive scope.

The research design was non-experimental and cross-sectional because the data of the study variables were not manipulated. The sampling was non-probabilistic, a sample of 127 citizens over 33 years of age from a municipality in Peru.

In the instrument on the modernization of municipal management, 10 items have been developed and on citizen satisfaction, 10 items have been developed; in both instruments, 5 scales of measurement: Never (1), Almost never (2), TO times (3), Almost always (4), always (5).

The instruments were developed by Carpio (2020), and were validated by 3 expert specialists, who approved the wording and content of both questionnaires, with a validity of 92%. The questionnaires were formulated based on each variable: organizational climate, and user satisfaction. For the organizational climate, it was formulated in terms of the organization of services and for satisfaction in terms of the responsiveness perceived by the citizen when requesting a given service:

Organization of services: Control of works, Supervision of municipal services, Municipal service concessionaires

Capacity of Answer: The services notify users time of Completion of service, Provide prompt service, Respond to user concerns, Assist users

III. Results

The information was collected and processed in Excel and the results were tabulated in frequencies and percentages. The results are presented using descriptive statistics; making comparisons of the frequencies and percentages of the organizational climate and user satisfaction, according to 127 citizens over 33 years of age surveyed.



Table 1:

Level of organizational climate in a municipality

		Frequency	Percentage
Climate organizational	Low	25	20
	Regular	75	58
	High	27	22
	Total	127	100.0

Interpretation of Table 1. The majority of citizens (58%) perceive a Regular level of organizational climate in the municipality

Table 2:

Level of satisfaction of the citizen in a municipality

		Frequency	Percentage
Satisfaction citizen	Low	26	20
	Regular	65	52
	High	36	28
	Total	127	100.0

Interpretation of Table 2. The majority of citizens (52%) perceive a Regular level of organizational climate in the municipality

IV. Discussion

The degree of the knowledge of the citizens in relationship to the activities and the services that, This is a consequence of the results that have been achieved with greater reliability and foundation. For example, it has been shown in a study of Chachapoyas that a generalized low knowledge was found regarding the tasks and activities provided by the state entity of said city, said findings do not differ from the study that was carried out by Guaigua. (2019) who found high levels of ignorance regarding age, gender and residence regarding the tasks and activities offered by the municipal entity.

With regard to the first aim shown in the Board 1, demonstrates that the most of the people indicate that the organizational climate is regular; this represents 58% of the total; in addition, (22%) indicate that municipal management is high and (20%) that it is low.

For this reason, Fabián (2020) confirmed in his study that when we think about the processes we want them to be improved each time, because the quality of care towards the residents is almost always must build aspects important in the management of the municipalities,



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encouraging administrators and officials to develop better knowledge processes and thus respond to citizens based on good service, satisfying the needs of all in a transparent and structured manner.

Regarding the second specific objective, Table 3 shows that most people indicate that satisfaction in a municipality of Lambayeque is regular; this represented by 51.7% of the total; in addition, (28.1%) indicate a high level of satisfaction and (20.2%) indicate a low level of citizen satisfaction. On the other hand, according to Gonzales (2019), the effectiveness and efficiency of the service in terms of quantity and quality, which is mainly related to the performance of its public functions and the character of the municipal community and its leadership.

Chiang & San Martín (2019) state that at work, satisfaction leads to a list of positive and negative thoughts and feelings by collaborators. Job satisfaction changes, as feelings increase and decrease based on satisfaction as the results motives are covered, so the intensities at the beginning are completed by the behaviors that are developed. As a result of the modifications made to the economic model on its update, this contributes to a municipal, comprehensive, systematic, flexible and participatory management, carried out from the procedure of the organization of the country's economic-social development strategy, where the local level is increasingly empowered.

V. Conclusion

The organizational climate and user satisfaction, according to citizens, are at a regular level 58% and 52% respectively in a municipality of Peru.

VI. Recommendations

For improve he climate organizational and the satisfaction of users in the municipalities:

Municipalities should conduct periodic surveys of employees and users to gather information about their perceptions and attitudes.

Municipalities should use the information collected to identify areas for improvement and develop strategies to address them.



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Municipalities should promote the participation of employees and users in decision-making.

The municipalities must provide opportunities of development professional and training to employees.

By implementing these recommendations, municipalities can create a more satisfying work environment for employees and users, which can lead to increased performance and efficiency.

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Statement of consent informed

He study HE I do´ respecting he Code of ethics and good practices editorials of publication.

Usability

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