

Information Systems, AC a Tool for Management Control of Municipal Public Services in Mexico

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J. Jesús Ceja Pizano

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Public Services in Mexico**

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Science Publishing Group

548 Fashion Avenue
New York, NY 10018
www.sciencepublishinggroup.com

Published by Science Publishing Group 2015

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First Edition

ISBN: 978-1-940366-32-6

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Printed and bound in India

The development of this work
is dedicated with love and respect to: Ambar
Yotzin, Gloria Galván,
Angel Hazel, Paquito, Fer, Esme, Yose, Paco,
Laura and Mary

Abstract

Nowadays the incorporation of the information systems in the public environment, depends for the success integration to a great extent on the analysis of needs that the corresponding authorities, since it is not a question of incorporating the technology as part of the technological world, rather to integrate as part of an investigation that manages to maximize the utilization of this one in altars of resting among other things to the management of municipality public services in México. In addition, the Management control of municipality public services has acquired great relevancy, owed the increase of her Inhabitants, and in consequence in the increase in the coverage of the above mentioned services, in the volume of information and in the administrative – operative processes that implies attending the demand of the citizen. For this reason, the ideas and solutions that are proposed on the field of investigation, the ones that propose the use of Information Systems as an alternative tool, for helping the management control in the attention, follow up and finishing of municipality public service. On one hand, it is the impulse in the incorporation of Information Systems and integration the municipal authorities and citizen, in order to stimulate the Feedback between the actors and de information system.

Keywords

Information Systems, Management Control, Municipality Public Services, Citizen, Municipal Authorities

Introduction

The incorporation of information systems for management control of public services in Mexico has been very limited, as there have been no studies necessary for incorporation. Coupled with the lack of will and researches, substantiate the technological incorporation. A pessimistic view of the prospects are for the incorporation of information systems, it is definitely in decline as progress and evolve away from the use of these information technologies, it seems wasteful in economic and human resources. An optimistic view is that they have many opportunities for improvement, from needs analysis, technology selection, projections. It is noteworthy that the human factor that operates these systems also requires technologic training, mainly to provide ideas and also take advantage of the benefits offered by information systems. On the other hand, control management of municipally is a process that is set in the offices and agencies of the local government to ensure compliance with local government and to ensure compliance with the plans and programs of work, assess its performance, detect deviations and propose corrective action, thereby strengthening decision-making of the government (INAP, 1986). On the other hand, a public service is a technical service provided to the public by a public organization regularly for meet public needs (Fernandez, 2002). Finally, an information system is a formal set of processes that operate on a collection of data structured according to the needs of the company, collects, produces and distributes information selectively required for the operation of the company and management activities and corresponding control, supporting at least in part, the decision-making processes necessary to perform business functions of the company in accordance with its strategy (Andreu, Ricart & Valor, 1991). Under these definitions, Mexico has started in local government, in incorporation of information systems.

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