

Quality in optimizing administrative simplification for students at Peruvian public universities

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ABSTRACT

Public management seeks to balance efficiency and effectiveness to ensure that administrative simplification benefits both institutions and users. This study aims to determine the extent to which service quality optimizes administrative simplification. This is an applied research study, with a quantitative approach and explanatory-correlational level, conducted with 122 students from the Faculty of Animal Husbandry at the National University of Central Peru - Huancayo. Inductive-deductive, experimental, comparative, and statistical methods were used, with a longitudinal design. A questionnaire based on the Technical Standard for Service Quality Management in the Public Sector was administered. The results, analyzed using the Z statistical test with a 95% confidence interval, showed a value of 3.527, accepting the alternative hypothesis ($\mu_D > 0$). This demonstrates that administrative simplification improved significantly after the implementation of strategies designed to correct weaknesses detected in the diagnosis. Consequently, the improvement in service quality resulted in improved administrative simplification, reducing service times and costs. It is concluded that the implementation of strategic actions led to improved service quality, directly benefiting the student population.

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1. Introduction

The Peruvian State with Law No. 27658 (2002) began the Modernization of State Management in its different instances and dependencies, with the purpose of improving public management at the service of the citizen. This law has undergone modifications, the last one being DL 1446 (2018), where it is stipulated in Art. 5 Main actions: “The process of modernization of State management is fundamentally based on the following actions: improving the quality of the provision of goods and services, helping to close gaps, among others.” The modernization of public management consists of making changes and improvements to generate well-being in society, which implies the adoption of mechanisms to improve the quality of the results provided to people. Modernization is based on the following principles: designing and implementing public policies whose results generate value, measuring the results of interventions, thinking systemically about problems, responding better to people, having quality goods and

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services, issuing quality regulations, improving the productivity of public entities, designing agile and adaptable interconnected organizational structures, and thus seeking to reduce the problems that public entities face today (RSGP). No. 04-2019 – PCM – SGP, 2019). Administrative simplification, "constitutes one of the pillars of the results-based management model of the National Policy for the Modernization of Public Management [PNMGP]" (SGP, 2021), is an instrument for the modernization of the state; as well as a means of the Administrative Modernization System, its purpose is to identify and eliminate unnecessary requirements, demands and formalities in administrative procedures and reduce waiting times (PCM, 2018). Entities will need to select the best way to organize themselves to ensure their interventions are timely, efficient, effective, and sustainable. To do this, they will ask themselves: What is the entity's mission? What goods, services, or regulations does the entity provide? What is its demand or coverage? What is its operational capacity and how many staff does it have? What are the duration of the processes and how do these impact delivery times? What are the risks that could affect the achievement of institutional objectives? How can they use digital transformation to improve their internal management and public interventions? (PNMGP, 2022). Today, public administration speaks of a citizen-oriented culture, which is consistent with one of the principles of state modernization: providing quality goods and services. As mentioned above, administrative simplification is an instrument of state modernization, and one of its principles is providing quality services, as stated in the RSGP. No. 04-2019– PCM – SGP:

Among the main difficulties faced by people are, for example, a lack of courteous treatment when requesting information, being unnecessarily referred to other public entities for the same procedure, being given unclear information about the requirements to be presented, being asked to fill out the same form multiple times, not being kept informed about the phase of their process, among others (Ipsos, 2017; Münch, 2010). The difficulties are the same ones endured by students when carrying out their procedures at the Faculty of Animal Husbandry, added to other inconveniences such as the loss of time waiting in line to pay their fees, coming to the UNCP to inquire about their procedure several times, not receiving attention by phone, deficient online attention, scarce information on the university's website, among others, making the quality of service inadequate. So, given these difficulties, it's necessary to listen to people to understand the magnitude of the problem, understand the treatment they receive, the response and attention times, the complexity of management, the level of satisfaction with the service received, the assessment of the cost of service, the accessibility of information, the transparency of decisions, security, accessibility, and infrastructure. The faculty currently does not have a Quality Management System, nor does it have ISO 21001. These difficulties have led me to carry out this research work in order to optimize academic processes (administrative simplification), improving the quality of service provided to students of the Faculty of Animal Husbandry of the National University of the Center of Peru. The research sought to propose relevant mechanisms and tools that improve service quality, thereby simplifying administrative procedures and better responding to student expectations and needs. According to the IDB, in 2017 Peru ranked second among Latin American countries with the longest wait times to complete a procedure. The wait time for a citizen to complete a procedure is 8.6 hours, compared to the Latin American average of 5.4 hours (IDB, 2018). Only 29% of Peruvian citizens complete their procedure in a single interaction (IDB, 2018).

López (2015, 2016) in his research, shows results regarding the dimension of quality of educational services and student satisfaction, of the Faculty of Administration of the Junín Region, in table 1 it can be observed that in the Quality of the Faculty dimension, the majority of the students (136) surveyed, believe that the level is Regular and represent 39.42% of the research sample, 36.23% of the students believe that the level is Good, 15.36% indicate that the level is Bad. In the Quality of the Teaching Staff dimension, the majority of the students (213) surveyed believe that the level is Regular and represent 61.73% of the research sample. In the Quality of the Administrative Staff dimension, most of the university students (182) surveyed believe that the level is Regular and represent 52.75% of the study sample, and 13.04% indicate that the level is Bad. Results showing that the service received by students does not reach the expected optimal level, therefore, motivates the present study.

Table 1

Levels of the dimensions of the quality of the services educational of the students Junín Region administration

Levels	Dimensions of the quality of the educational services	
	Faculty %	Staff administrative %
Very bad	0.58	5.22
Bad	15.36	13.04
Regular	39.42	52.75
Good	36.23	25.51
Very good	8.41	3.48
Total	100	100

Note. Assessment of the students, regard to the dimension of quality

The problems outlined above constitute the purpose of administrative simplification, that is, to simplify, optimize, and eliminate inconsistent procedures so that activities are carried out as quickly and as quickly as possible. This also allows for strengthening oversight and sanctioning operations, including facilitating the execution of functions. These processes require previously assessing service quality, as proposed by Druker (1900), in five dimensions, including responsiveness, reliability, security, empathy, and tangibility, or applying the service quality management model proposed by the 2021 PCM. In light of the above, the following

specific objectives were established: To determine the extent to which professional treatment, information, time, results, accessibility, and trust optimize administrative simplification for students at the Faculty of Animal Science-UNCP. The modernization of state management, according to Law No. 27658, seeks to improve public administration and strengthen a democratic and decentralized state, guaranteeing quality goods and services for citizens. To this end, technical provisions were established, such as the Technical Standard for the Management of Service Quality in the Public Sector. Guzmán (2013) highlights the principle of simplicity, which demands simple administrative procedures and rational requirements, eliminating unnecessary complexities to facilitate interaction with the state and foster economic development. Likewise, the principle of efficiency seeks to guarantee quality in public service, promoting training and satisfaction of those served. The National Policy for the Modernization of Public Management recognizes the citizen demand for a modern and efficient State, which implies transforming management approaches and practices to generate public value (PCM, 2021). In this context, research seeks to improve the quality of administrative services, optimizing the simplification of procedures and increasing student satisfaction. The Service Quality Management Model, based on the Technical Standard and the dimensions of the SERVQUAL model, has been used as a reference to evaluate and improve service delivery in the public sector.

Considering the above, the following specific objectives were established: To determine the extent to which professional treatment, information, delivery time, results, accessibility, and trust optimize administrative simplification for students at the Faculty of Animal Science at UNCP.

2. Literature review

2.1. Quality of service

Most experts agree that customer satisfaction is a specific measure of short-term operations, whereas service quality is an attitude formed through long-term evaluation of performance. Parasuraman et al. (1988, p. 15) mention that service quality is a global judgment by the consumer resulting from a comparison of expectations about the service they will receive with their perceptions of the organization's performance. It is necessary to understand the needs and expectations of users in order to transform them into requirements and objectives for providing the service. A service will then be of quality to the extent that it meets the user's expectations. This is because it is a subjective concept, so quality is determined by the user based on their perceptions.

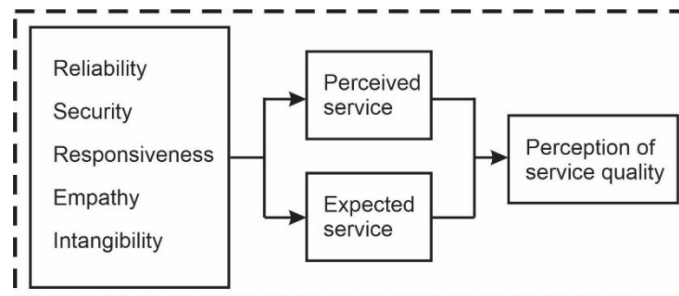


Fig. 1. Service quality as part of a customer satisfaction

Druker (1990, as cited in Duque, 2005), from a pragmatic perspective, establishes five levels of organizational performance evaluation based on the satisfaction obtained (comparison of expectations). Most clients use these dimensions to carry out this evaluation, as detailed below:

Reliability: This is the ability of the company providing the service to provide it in a reliable, safe, and careful manner. The concept of reliability includes all the elements that allow the customer to detect the organization's professional capacity and knowledge. In other words, reliability means providing the service correctly from the very beginning.

Security: This is the feeling a customer has when they place their problems in the hands of an organization and trust that they will be resolved in the best possible way. Security implies credibility, which in turn includes integrity, reliability, and honesty. This means that not only is it important to look after the customer's interests, but the organization must also demonstrate its concern in this regard to provide greater customer satisfaction.

Responsiveness: This refers to the attitude shown to help customers and provide prompt service. This also includes timely fulfillment of commitments, as well as the organization's accessibility to customers, i.e., the possibilities and feasibility of contacting the organization.

Empathy: This refers to the company's willingness to offer customers personalized care and attention. It's not just about being courteous to the customer—although courtesy is an important part of empathy, as it is also part of security—it requires a strong commitment and involvement with the customer, thoroughly understanding their specific characteristics and requirements.

Intangibility: Although a service is intangible, it is important to consider some aspects that arise from this intangibility: services cannot be kept in inventory; if the service's production capacity is not fully utilized, it is lost forever (Duque, 2005).

2.2. *Quality in public management*

It is defined as “a transformative culture that drives public administration towards continuous improvement to meet the needs and expectations of citizens, with justice, equity, objectivity, and efficiency in the use of public resources” (Cruz, 2016, 2021, p. 1). In Technical Standard No. 002-2021-PCM-SGP for the Management of the Quality of Services in the Public Sector, prepared by the Secretariat of Public Management, quality drivers have been proposed (Model for estimating priority factors in Peru), such as: professional treatment during care, information, provision time, result of the management or delivery, accessibility, and trust.

2.3. *Administrative simplification*

Administrative simplification is based primarily on what is shown in DLN ° 1272 - Legislative Decree that differentiates (Law No. 274444, 2009) General Administrative Procedure Law and repeals (Law No. 29060, 2008)- Law of Administrative Silence, which provides to modify the regulatory framework of the general administrative procedure in order to simplify, optimize and eliminate incoherent procedures and to be able to work with the correct process, prioritizing and strengthening inspection and sanction operations, including the improvement of the operational capacity that allows the execution of functions. Likewise, the issuance of regulations that guide or facilitate the development of economic, commercial and social services activities at the three levels of government is ordered, this mainly includes the administrative simplification of procedures concerning cultural heritage. In the Manual to Improve Citizen Service in Public Administration Entities of the (PCM, 2015) administrative simplification is defined as: “the elimination of unnecessary requirements and formalities in the procedures carried out by citizens before the different public entities” (p. 52). The National Policy for the Modernization of Public Management by 2021 (2013) also designs the implementation of results-based management in public administration, with process-based management being adopted in all entities, in order to provide citizens with more efficient and effective services and achieve beneficial results. In this regard, this policy states that “Administrative simplification aims to eliminate obstacles or unnecessary costs for society, which are generated by the inadequate functioning of the Public Administration” (p. 43). Likewise (Muñoz, 2011) in his book Peru: Administrative Simplification in the framework of the state modernization process, in which, to the definition cited in the National Policy, he adds the following: “Administrative simplification is a component of the process of modernization of public management, which is a permanent process characterized by the continuous redefinition of its objectives and by its systemic integration in public entities” (p. 39). The PCM, (2012), in its Guide to Administrative Simplification and Determination of Costs of Administrative Procedures and Services Provided Exclusively, defines the following stages of an administrative simplification process: “The stages of an administrative simplification process are the following: Preparatory, Diagnosis, Redesign, Implementation, Monitoring and Evaluation, Continuous improvement and sustainability” (p. 11). Based on the theoretical foundation, the following specific hypotheses were formulated:

Hypothesis 1 (H₁): *The professional approach positively optimizes the administrative simplification of the students of the Faculty of Animal Science-UNCP.*

Hypothesis 2 (H₂): *The information significantly impacts the administrative simplification of students at the Faculty of Animal Science-UNCP.*

Hypothesis 3 (H₃): *Provision time significantly impacts the administrative simplification of students at the Faculty of Animal Science-UNCP.*

Hypothesis 4 (H₄): *The result of the management has a positive impact on the administrative simplification of the students of the Faculty of Animal Science-UNCP.*

Hypothesis 5 (H₅): *Accessibility positively impacts the administrative simplification of students at the Faculty of Animal Science-UNCP.*

Hypothesis 6 (H₆): *Trust positively impacts the administrative simplification of students at the Faculty of Animal Science at UNCP.*

3. Methodology

3.1 *Research methodology*

The research is applied, with a quantitative approach, correlational level, and experimental design. This research uses laws such as the State Modernization Act, the technical standard for quality management, service quality procedures, and statistical procedures to explain the phenomenon studied. Furthermore, the research seeks to compare theory with reality. Each stage precedes the

next, and steps cannot be skipped or avoided. Hypotheses are established and variables determined from the questions (Hernández et al., 2014, 2017). Correlational level, because it will allow us to know the degree of relationship that exists between the dimensions of service quality such as empathy, security, reliability, among others, with administrative simplification Tamayo and Tamayo (2012). This research used a pure experiment with a pretest-posttest design, which uses an initial pretest at the time of diagnosis and a posttest after the implementation of service quality improvements. These designs can include one or more independent variables and one or more dependent variables. Pretests and posttests can also be used to analyze the groups' progress before and after the experimental treatment. The research population included 264 students from the Faculty of Animal Science of the National University of the Center of Peru - Huancayo and a sample of 122 duly enrolled students.

Table 2
Population of students of the Faculties of Zootechnics - UNCP

Cycle	Students	Wh	Ph	qh	$n_h = n \frac{N_h}{N}$
I – II	93	0.35	0.4	0.6	43
III-IV	43	0.16	0.3	0.7	20
V-VI	55	0.21	0.3	0.7	25
VII-VIII	36	0.14	0.2	0.8	17
IX-X	37	0.14	0.3	0.7	17
Total	264				122

In the research, stratified probability sampling was used, with proportional assignment, in this approach, the sample was randomly selected in each stratum (academic cycle), interviews were applied to the administrative staff of the Faculty of Animal Science involved in the work of providing administrative service to students, in order to evaluate the degree of compliance with the administrative service, as well as to know the beginning and end of the service attention process, also a questionnaire guide was prepared to know the behavior of the quality of service and its effect on the administrative simplification for the students of the Faculty of Animal Science, so that the processes are reduced for the benefit of them and the entire university community.

3.2 Experimental design

Fig. 2 and Table 3 show the activities of experimental design to plan and structure experiments in order to analyze the cause-effect relationship between variables. Table 3 shows the description of each of the experimental design activities,

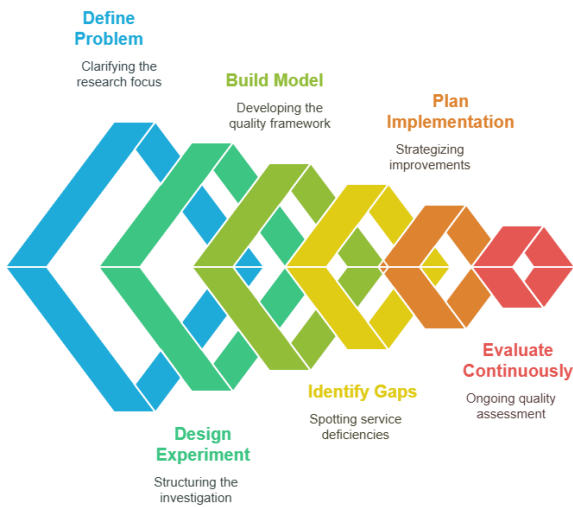


Fig. 2. Programming of experimental design activities

Table 3
Specific activities by stage of experimental design

Stage	Description
Problem Definition	✓ Research question related to service quality in optimizing administrative simplification
Experiment design	✓ Identification of independent variables (Service quality) and the dependent variable (Administrative simplification optimization)
Building the model	✓ The model for the management of service quality proposed by the technical standard for the quality of services in the public sector (PCM, 2021) was applied.
Gap Identification and Service Design	✓ Analysis based on the results of the diagnosis and non-conformities of the current service offering. ✓ Design of new services or improvements to existing ones to address gaps.
Planning and Implementation (experimental phase)	✓ Various activities were carried out, including training for teachers and administrative staff in customer service, and workshops for students on the use of digital tools such as GESDOC (UNCP's Document Management System).
Continuous Evaluation and Improvement	✓ Measuring service quality by re-administering the "Student Needs and Expectations Survey" to assess the impact of the implemented actions and measure the improvement in the perception of service quality and the impact on administrative simplification.
Interpretation of Results	✓ Conclusions are drawn based on the results of data analysis

4. Results

4.1 Service Quality Diagnosis

For this analysis, the service quality management model proposed in the Technical Standard for Service Quality Management in the Public Sector (PCM, 2021) has been considered, which consists of the following practices:

Practice 1. Knowing people's needs and expectations: It was evident that service providers are unaware of students' needs and expectations, no information has been collected on this matter, and the characteristics of the people who access the service have not yet been identified.

Practice 2: Identifying service value: Service providers are unfamiliar with service delivery under a public value approach; they are currently conducting an environmental analysis for service provision, which aims to meet students' needs and expectations.

Practice 3 Strengthen Service: The entity has policies, plans or others that provide support in activities related to service delivery, which are not applied because the performance evaluations of the personnel involved do not measure the attention provided to students.

Practice 4: Measuring and analyzing service quality: In the areas of student service, there are no tools for measuring and evaluating service delivery, nor have indicators related to student needs and satisfaction been implemented.

Practice 5: Leadership and commitment from senior management: Senior management rarely promotes and participates in collaborative efforts to strengthen the service; sometimes, it has created conditions for measuring the satisfaction of those who access the service.

Practice 6 Quality Culture: Sometimes the current status of quality culture in the processes related to service delivery has been identified, and actions have even been taken to some extent to improve the quality culture, but there is no information regarding the measurements.

As evidenced, there is no real knowledge regarding the needs and expectations of students and the creation of public value during the provision of services. To date, the faculty does not have an accredited quality standard, such as ISO 21001.

4.2 Public value of the service

Based on the students' needs and expectations, the public value of the service was reviewed in order to identify the value of the service and then determine the need to design new services, or improve, restructure, or merge existing ones within the scope of their competence. For the PCM (2018).

Public value is created when a) public interventions, which take the form of goods, services or regulations, satisfy the needs and expectations of people, generating benefits for society and, b) internal management is optimized through a more efficient and productive use of public resources, to, directly or indirectly, satisfy the needs and expectations of people, generating benefits for society.

Table 4

Strategies for the strengthening of value public of the service

Item	Strategies of improvement
Deal professional during the attention: 1, 2 and 3	<ul style="list-style-type: none"> ● Training to teachers in professional treatment
Information: 10 and 11	<ul style="list-style-type: none"> ● Develop micro videos of processes fundamentals of the services that the faculty offers to students ● Training to the students in GESDOC either table parts virtual with the tutoring unit. ● Add to the regulation internal of practices pre professionals: supervision expenses for the advisor and insurance policies covered by the interns.
Time of provision: 13, 14, 15 and 17	<ul style="list-style-type: none"> ● Prepare and publish the service process flowchart offered in the faculty of each commission in their offices of attention. ● Publish the schedules of attention decade commission. (according to your load No teaching), in areas visible to the students. ● Manage a agent Multi-network inside of the University ● Renew his infrastructure technological
Accessibility: 18, 20, 21, 22 and 23	<ul style="list-style-type: none"> ● Improve he access to the line from the internet ● Implement modules that allow follow-up of formalities with high-speed internet access ● Implement modules solar panels for use of teams electronics of the students
Simplification Administrative: 1 and 2	<ul style="list-style-type: none"> ● Workshops of sensitization about processes of payments in the UNCP

Note: The items considered for improvement proposals are those that received low ratings in the survey.

4.3 Implemented and suggested strategies

According to the diagnosis developed, the following strategies were implemented to improve the quality indices of the service quality dimensions within the institution, which are as follows:

- ✓ In coordination with the tutoring unit, the "Soft Skills Training" training program was held for teaching and administrative staff. 123 attendees attended the event.
- ✓ Training for students in GESDOC or virtual parts table through the faculty's tutoring unit has been developed, "Training in the use of the virtual parts table system."
- ✓ Publish the office hours of each committee, specifically in areas visible to students, to ensure timely attention from the various units of the Faculty.

Below are the suggested strategies, which, based on their application, will improve quality to a lesser extent since, according to the diagnosis developed, they had a lower score level. These are:

- ✓ Add to the internal regulations for pre-professional internships and supervision travel expenses for the advisor and insurance policies covered by interns.
- ✓ Prepare and publish the flowchart of the processes for the services offered by the faculty of each committee in their customer service offices. They stated that they have their process flowcharts, and changes were suggested.
- ✓ Multi-network agent within the faculty
- ✓ Renew your technological infrastructure
- ✓ Improve access to the internet line.
- ✓ Implement modules that allow for tracking procedures with high-speed internet access.
- ✓ Implement solar modules for use with students' electronic equipment.
- ✓ Awareness workshops on payment processes at UNCP begin enrollment week.

4.3 Results of the application of implemented strategies

Table 5
Survey of measurement of pre- and post-satisfaction levels of service quality

Items	Appalling		Bad		Regular		Well		Excellent	
	Pre	Post	Pre	Post	Pre	Post	Pre	Post	Pre	Post
1. Attitude of the server in the attention	2	0	3	2	49	27	39	61	7	11
2. Professionalism of the server in the attention	1	0	7	1	37	28	49	61	6	11
3. The professional's treatment is empathetic	1	2	6	3	37	31	42	50	15	15
4. Professional is respectful	1	0	3	3	20	18	49	60	27	19
5. Existence of equality in treatment	2	2	6	4	34	31	44	48	14	15
6. Professional has sufficient knowledge	1	0	3	3	29	23	42	53	26	21
7. Information received (simple and precise)	3	0	8	3	29	29	49	50	12	18
8. True information	2	0	6	1	35	29	45	55	12	16
9. Timely information	3	0	6	1	32	30	52	50	8	20
10. Fluid and transparent information	0	1	8	1	42	21	38	64	12	13
11. Information shows the status of the procedure	2	3	9	1	40	30	39	50	10	16
12. Adequate attention time	1	1	15	3	35	34	43	44	6	18
13. Number of times for attention	3	2	10	4	47	41	34	43	7	11
14. Management/delivery result	0	1	11	4	48	36	40	44	2	15
15. Service provided correctly	2	1	9	3	43	30	37	46	10	20
16. Timeliness in procedures	0	1	7	3	43	33	44	49	7	15
17. Reasonable cost for the service	1	1	12	6	44	35	39	45	4	13
18. Payment access channels	1	2	7	7	52	36	34	39	6	16
19. Comprehensive security	1	2	5	3	43	34	44	49	7	12
20. Physical infrastructure	3	3	21	3	40	37	30	43	6	16
21. Technological infrastructure	3	2	21	6	41	34	30	47	6	12
22. Virtual infrastructure	5	2	19	7	42	38	29	39	6	14
23. Flexible opening hours	3	3	12	3	39	32	38	48	8	15
24. Processing of the service is legitimate	2	3	5	3	43	34	45	48	5	13

4.4 Measurement and analysis of strategy implementation

Component 1: Professional treatment during service Table 6 shows the results of the entire component. Regarding the question "How do you consider the attitude of the server during the service?", compared to the results of the diagnosis (Table 5) and after

applying the improvement strategies and subsequently administering the same instrument to the students, the results show that the attitude of the server has improved substantially, thus, at least the attitude on the Good scale which represents 39% in the diagnosis has gone up to 61%. This shows that the professional treatment has improved and consequently the quality of service has been optimized.

Component 2: Information Table 5 shows the results of this component. Regarding the question "Is the information received fluid and transparent?", compared to the results of the diagnosis (Table 5) and after applying the improvement strategies, the results show that the server's attitude has improved substantially, thus, on the Good scale, which represents 38% in the diagnosis, it has increased to 64%. This shows that fluid and transparent information has improved and consequently optimized the quality of service. This occurs in a similar way with the status and progress of the procedure.

Component 3: Provision Time. Table 5 shows the results of this component. Regarding the question "How do you rate the number of times you seek care?", compared to the results of the diagnosis (Table 5) and after applying the improvement strategies, it is observed that the number of times the student seeks care has decreased. On the Good scale, which represents 34% in the diagnosis, it has decreased to 43%.

Component 4. Management Outcome. Table 5 shows the results of this component. Regarding this component, when compared with the diagnostic results (Table 5) and after implementing the improvement strategies, it is generally clear that the rating scale given by respondents in the Good and Excellent categories increased substantially.

Component 5: Accessibility. Table 5 shows the results of this component. Regarding this component, compared with the diagnostic results (Table 5) and after implementing the improvement strategies, it is generally easy to see that the respondents' ratings on the Good and Excellent scales increased substantially.

Component 6: Trust. Table 5 shows the results of this component. Regarding the Trust component, when compared with the diagnostic results (Table 5) and after implementing the improvement strategies, it is easy to see that the ratings given by respondents on the Good and Excellent scales increased substantially. This is confirmed by the transparent nature of the service process, which consequently optimizes the quality of service.

Table 6
Levels of service quality improvement in administrative optimization

Items	Terrible	Bad	Average	Good	Excellent
Professional treatment during care	0%	-3%	8%	11%	1%
Information	0%	-5%	0%	29%	0%
Provision time	-1%	-11%	8%	37%	4%
Management results	0%	-8%	0%	35%	0%
Accessibility	0%	-12%	9%	38%	8%
Trust	-1%	-2%	2%	40%	9%

Table 5 shows the levels of improvement in service quality according to the items established in the Technical Standard for Service Quality Management in the Public Sector (PCM, 2021), within which we can highlight some specific values which are described for each item: a) Professional treatment, an improvement can be seen after having applied the strategies described in item 4.3, where an improvement in the regular and good perception is evident, which increased by 8% and 11% respectively. b) In relation to information, there is evidence of growth in the quality of information since after applying the strategies, a value of 29% is shown in this item. c) Provision time, a 37% improvement is reflected in the perception of those interviewed who considered this item as good. d) Management results, there is a 35% improvement in the levels of perception of those who considered it good according to the initial diagnosis. e) Accessibility, the good value increased by 38% after applying the strategies in relation to the diagnosis carried out initially and f) Trust, an increase of 40% and 9% respectively is seen in the perceptions of good and excellent, which shows that there is an adequate and favorable perception after having applied strategies to improve the quality of administrative service. The hypotheses are contrasted as follows:

Table 7
Hypothesis testing

Hypothesis	t-test	Correlation coefficient		Sig. (unilateral)	Decision
		Spearman's Rho	Tau b from Kendall		
Specific hypothesis 1	6.72	0.523	0.422	.000	Accept
Specific hypothesis 2	7.38	0.559	0.445	.000	Accept
Specific hypothesis 3	7.98	0.589	0.500	.000	Accept
Specific hypothesis 4	12.05	0.740	0.627	.000	Accept
Specific hypothesis 5	10.13	0.679	0.562	.000	Accept
Specific hypothesis 6	7.79	0.580	0.515	.000	Accept

The results presented in the table reflect the evaluation of six specific hypotheses using statistical correlation tests. All hypotheses are observed to have positive Spearman and Kendall coefficients, indicating a significant relationship between the variables analyzed. Spearman's rho values range from 0.523 to 0.740, while Kendall's tau-b values range from 0.422 to 0.627, suggesting moderate to high correlations in each case. Furthermore, the t-tests yielded high values, reinforcing the presence of a statistically significant relationship. The one-sided significance of all hypotheses is 0.000, indicating that the results are highly significant and that there is no evidence to reject any of the proposed hypotheses. Consequently, the decision in all cases is "Accept," suggesting that the evaluated relationships meet theoretical expectations and can be used to support the study's conclusions. These findings reinforce the soundness of the assumptions and provide empirical evidence of the existing correlation between the variables investigated. The results show that specific hypothesis 4 presents the highest correlation in both the Spearman coefficient (0.740) and Kendall (0.627), indicating a stronger association between the variables compared to the other hypotheses. Likewise, specific hypothesis 5 also reflects a considerable correlation, with values of 0.679 and 0.562 respectively. These data suggest that in these hypotheses the relationship between the variables analyzed is stronger, which may indicate greater consistency in the patterns observed within the study. On the other hand, although specific hypotheses 1 and 2 present lower correlation values compared to the others, they still show a moderate association, with Spearman values of 0.523 and 0.559, respectively. This implies that, although the relationship is weaker, it is still statistically significant. Overall, the combination of high correlation values and statistical significance reinforces the validity of the hypotheses and suggests that the factors analyzed have a consistent relationship within the context of the study.

5. Discussion

The Z statistical test applied by the before and after procedure shows that administrative simplification improved substantially as a result of applying the strategies proposed after detecting the weaknesses found in the diagnostic analysis, consequently improving the quality of service. that HE provides to the user ha redundant directly in the simplification administrative by optimizing it in a more immediate attention time, as well as, the cost of service has been reduced, in benefit and approval of the students; the proof Z got a value of 3.527 implying accept the alternative hypothesis of $\mu D > 0$, with a 95% confidence level, administrative simplification has been optimized because strategic actions have been identified from the diagnostic analysis with the interview applied to those responsible for each process; as well as from the surveys previously applied to the students so that later the coordinations with the authorities and responsible for commissions, have been done trainings to the teachers in issue of deal to the student that sea it further as cordial as possible, show their opening hours, which the supervisions to their centers of practices are effective and in immediate dates, training for students of the GESDOC system to that they carry out their transactions virtually, payments are also made at other financial institutions and long queues are avoided which are presented, in addition to other actions that were proposed to depend on the acceptance of the university authorities.

These results are corroborated by the previous survey applied (diagnosis) to the students in relation to the analysis of the quality of service, where at most 54% of the respondents state that the attitude of the server is regular, 50% of the respondents consider that the information received is fluid and transparent No is satisfying and other A determining aspect is that 59.8% of respondents state that the number of times who comes to be treated is unsatisfactory results that indicate the reasons why the strategies were applied.

Regarding specific hypothesis 1: Professional treatment positively optimizes administrative simplification. The results are corroborated by the research: Phang, (2020), in the "Quality of Service Perceived by Taxpayers of a Public Institution, Department of Lambayeque, October 2019 - January 2020" look for determine the quality of service global, by area of attention according to dimension and level of education, perceived by the taxpayers of a public institution, in order to implement strategies that allow optimizing the service.

To end of know the needs and expectations of the students in the present work, it is applied a survey, with a questionnaire structured, called "Survey of measurement of students' needs and expectations." This survey is the result of the service quality management model proposed in the Technical Standard for Service Quality Management in the Public Sector (PCM, 2021), which consists of 6 components. It should also be noted that these components are an adaptation of the SERVQUAL model developed by Zeithaml, Parasuraman and Berry in 2004. With the data collected from the students after applying certain strategies to the weaknesses found, the Spearman test was applied, for quality of service and simplification administrative variables ordinals. With a trust of the 95% HE established that professional treatment positively optimizes administrative simplification, the correlation coefficient of $r = 0.562$ shows this, in addition to the significance test for large samples (Mason and Lind, p. 588) confirms this decision with $t = 7.98$, in addition to the corresponding figure through the scatter diagram the upward linear trend is clearly observed, even more, From the results obtained using the SPSS statistical program, a highly significant level is obtained at 1%. Regarding specific hypothesis 2: Information significantly impacts the administrative simplification of the faculty's students. The results are corroborated. also with the investigation: Phang, (2020), in the "Quality of Service of "Service Perceived by Taxpayers of a Public Institution, Department of Lambayeque, October 2019 - January 2020" Regarding the dimensions of service quality; tangible elements, responsiveness, security, and empathy that reflected satisfaction. With data collected from students after applying certain strategies to weaknesses found, HE applied the proof of Spearman, by be quality of service and simplification administrative

variables ordinals. With a trust of the 95% HE established that information positively impacts administrative simplification, the correlation coefficient of $r = 0.559$ shows this, in addition to the significance test for large samples (Mason and Lind, p. 588) confirms this decision with $t = 7.38$, in addition to the corresponding figure through the scatter diagram the upward linear trend is clearly observed, even more, From the results obtained using the SPSS statistical program, a highly significant level is obtained at 1%. In relation to the specific hypothesis 3: The provision time significantly impacts the administrative simplification, with the data collected from the students after applying certain strategies to the weaknesses found, the Spearman test was also applied, since quality of service and administrative simplification are ordinal variables. With a confidence of 95% it was established that the provision time positively impacts the administrative simplification, the correlation coefficient of $r = 0.679$ shows this, in addition to the significance test for large samples (Mason and Lind, p. 588) confirms this decision with a $t = 7.98$, in addition to the corresponding figure through the scatter diagram the upward linear trend is clearly observed, moreover, from the results obtained using the SPSS statistical program, a highly significant significance is obtained at 1%.

Regarding specific hypothesis 4: Management positively impacts administrative simplification, with the data collected from students after applying certain strategies to the weaknesses found, the Spearman test was also applied, since service quality and administrative simplification are ordinal variables. With a confidence level of 95%, it was established that the result of management positively impacts administrative simplification, the coefficient of correlation of $r = 0.740$ evidence this, besides of the proof of significance for samples big (Mason and Lind, p. 588) confirms this decision with a $t = 12.05$, in addition to the corresponding figure through the scatter diagram the positive linear trend is clearly observed, moreover, from the results obtained using the SPSS statistical program, a highly significant significance is obtained at 1%.

In specific hypothesis 5: Accessibility positively impacts administrative simplification, with the data collected from students after applying certain strategies to the weaknesses found, the Spearman test was also applied, since quality of service and administrative simplification are ordinal variables. With a confidence level of 95% it was established that accessibility positively impacts administrative simplification, the correlation coefficient of $r = 0.679$ evidences this, in addition to the significance test for large samples (Mason and Lind, p. 588) confirms this decision with a $t = 10.13$, in addition to the corresponding figure through the scatter diagram the positive linear trend is clearly observed, moreover, of the results obtained using the SPSS statistical program, a highly significant significance is obtained at 1%.

In the hypothesis specific 6: Trust positively impacts administrative simplification, with the data collected from students after applying certain strategies to the weaknesses found, the Spearman test was also applied, since quality of service and administrative simplification are ordinal variables. With a confidence level of 95% it was established that trust positively impacts administrative simplification, the correlation coefficient of $r = 0.580$ shows this, in addition to the significance test for large samples (Mason and Lind, p. 588) confirms it with a $t = 7.799$ This decision, in addition to the corresponding figure through the scatter diagram, clearly shows the positive linear trend, even more, From the results obtained using the SPSS statistical program, a highly significant level is obtained at 1%.

6. Conclusions

The quality of the service improved significantly the simplification of administration for students of the Faculty of Animal Science of the UNCP. With a level 95 % confidence level, the proof statistics of Before and After sample that the simplification administration has a significant impact after the implementation of strategies to improve the quality of service provided to the students. The proof Z daring a worth of 3.527, it that implies the acceptance of the research hypothesis. A structured questionnaire called "Survey to Measure Student Needs and Expectations" was used, based in the model of management of quality of service proposed in the Rule Technique for the Management of Service Quality in the Public Sector.

There is sufficient statistical evidence to reject the first specific research hypothesis: professional treatment positively optimizes the administrative simplification of students at the Faculty of Animal Husbandry. This is evidenced by a correlation coefficient of ($r = 0.562$). Furthermore, the significance test for large samples, with a worth of ($t = 7.98$), confirms this decision. He diagram of dispersion sample clearly shows an upward linear trend. The results obtained using the SPSS statistical program indicate a high significance level at 1%.

Statistical evidence supports the non-rejection of the second specific research hypothesis: information significantly impacts administrative simplification. of the students of the Faculty of Animal Husbandry. After of apply strategies to address the weaknesses found, a Spearman correlation coefficient of ($r = 0.559$), which samples a positive and significant impact on the relationship between the information and the simplification administration. Besides, the proof of significance for large samples, with a value of ($t = 7.38$), confirms this decision. The scatter plot reinforces this conclusion to the show clearly a trend linear upward.

Provision time significantly impacts administrative simplification among students at the Faculty of Animal Science. There is sufficient statistical evidence to reject this research hypothesis, based on the analysis of data collected from students. The

Spearman test was applied, since both provision time and administrative simplification are ordinal variables. With a 95% confidence level, it was established that provision time positively impacts administrative simplification. The correlation coefficient ($r = 0.679$) supports this conclusion. Furthermore, the significance test for large samples, with a value ($t = 7.98$), confirmed this decision. Using the SPSS statistical program, a high significance level was obtained at 1%. The result of the management has a positive impact on simplifying administration of the students of the Faculty of Animal Husbandry. With the Data collected from students after applying strategies to address the weaknesses found, the evidence supports the non-rejection of the research hypothesis. The coefficient of correlation of Spearman of ($r = 0.740$) sample that the result of the Management has a positive impact on administrative simplification. Furthermore, the large-sample significance test, with a 95% confidence level and a t value of ($t = 12.05$), confirms this decision. Using SPSS, a high significance level of 1% was obtained.

Accessibility has a positive impact on simplifying administration of the students of the Faculty of Animal Husbandry. The results indicate that the research hypothesis should not be rejected. With the data collected, a Spearman correlation coefficient of ($r = 0.679$) was found, which establishes that accessibility impacts positively in the simplification administration. Besides, the test of significance for samples big, with a worth of ($t = 10.13$), confirms this decision. The corresponding scatter plot clearly shows a positive linear trend.

Trust positively impacts administrative simplification among students at the Faculty of Animal Science. Statistical evidence supports the non-rejection of this research hypothesis. Based on the data collected from the students, a correlation coefficient of $r = 0.580$ was obtained. Furthermore, the large-sample significance test, with a t value of 7.799, confirms this result: trust positively impacts administrative simplification.

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