

Analysis Of The Management Of A Social Program Through Localization

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SUMMARY

The location and implementation of establishments of social programs, corresponds to the typology of social welfare, specifically satisfaction in the service. The research aimed to analyze the management of a program through geolocation. The study was conducted in the province of Andahuaylas, Apurimac region, Peru. The methodology was explanatory cross-sectional with a total population sample of 60 collaborators from the Andahuaylas Territorial Unit, Peru. The technique used was the survey and the instrument was the questionnaire whose reliability according to Cronbach's Alpha yielded a value of 0.845 being a highly reliable instrument. The results found that 37.14% of the Program's employees state that their work performance is good; While institutional management had a "sig" value of 0.046, which is less than 0.05 the level of significance, therefore, it can be affirmed that there is a significant relationship between work performance and institutional management of the program. In addition, the Pearson correlation is 0.578 indicates that there is a moderate positive correlation, this implies that if there is no good work performance there will be no good institutional management in a territorial unit.

Keywords: Location, Program, Territorial unit, Management.

INTRODUCTION

In the mid-nineties, Latin American countries implemented important changes in their social policies such as increasing social spending, creating institutions to lead social policy and introducing programs that sought to address specific problems of the poor. Thus, child care and development programs focused on improving the nutrition, cognitive and psychosocial development of children emerged; conditional cash transfer programmes aimed at alleviating the intergenerational transmission of poverty; Non-contributory pension programs aimed at providing social protection to the elderly, among

others. At the same time, interest arose in evaluating the effects of these interventions based on experimental and quasi-experimental evaluations. Positive and significant effects on children's cognitive and psychosocial development have been found (1-3). However, their health effects are inconclusive. Some have found that increased exposure has contributed to compliance with vaccination schedules; while others have found negative effects on these variables and few effects on chronic child malnutrition (2-3).

Studies of cash transfer programs have found positive effects on compliance with conditionalities linked to attendance at health facilities and school (4) and increases in per capita household consumption and food expenditure (5-7) and, in some cases, have been successful in reducing poverty and its severity (5,8). However, the effects on children's nutritional status and cognitive achievement are not consistent (9-12). Evaluations of non-contributory pension programs carried out in Argentina, Brazil and Mexico have found a decrease in the labor supply of older adults and increases in household consumption (13-16). In addition, those who have assessed the health of the elderly have found positive effects on mental health, but not on physical health (16).

In Peru, the Juntos Program was implemented in 2005 and in October 2011 the Ministry of Development and Social Inclusion (MIDIS) was created in order to lead the social inclusion agenda, based on the national strategy "Include to grow". This strategy is based on a life-cycle approach and is implemented through different programs that serve the population in poverty and exclusion in different age ranges (17). The strategy covers the following axes: (i) child nutrition, aimed at children aged 0-3 years and pregnant mothers; (ii) early childhood development, aimed at children aged 0-5 years; (iii) comprehensive development of children and adolescents, aimed at the population aged 6-17 years; (iv) economic inclusion, aimed at people of productive age, between 18 and 64 years old; and (v) protection of the elderly, concentrated in the population over 65 years of age. The National Programme Cuna Más (PNCM) is included in axis two, the Programme of Support for the Poorest Together is part of axes i to iii, and the National Programme of Solidarity Assistance Pension 65, in axis v.

These programs have also had impact evaluations led by the public sector through the Ministry of Economy and Finance (MEF) as part of efforts to generate evidence for decision-making within the framework of the Budget for Results (PpR). The purpose of the study

was to analyze the relationship between work performance and management in an institution of the Peruvian state.

METHODOLOGY

2.1. Area of study

The study was carried out in the province of Andahuaylas, Andean region of deep Peru, with a local altitude of 2935 m.a.s.l.m ($13^{\circ}42'S.73^{\circ}24'W$), being one of the seven provinces of the department of Apurímac. The districts identified for the study were Andarapa, San Jeronimo, Andahuaylas and Talavera, the rural areas of each intervention area have potential agribusiness activity.

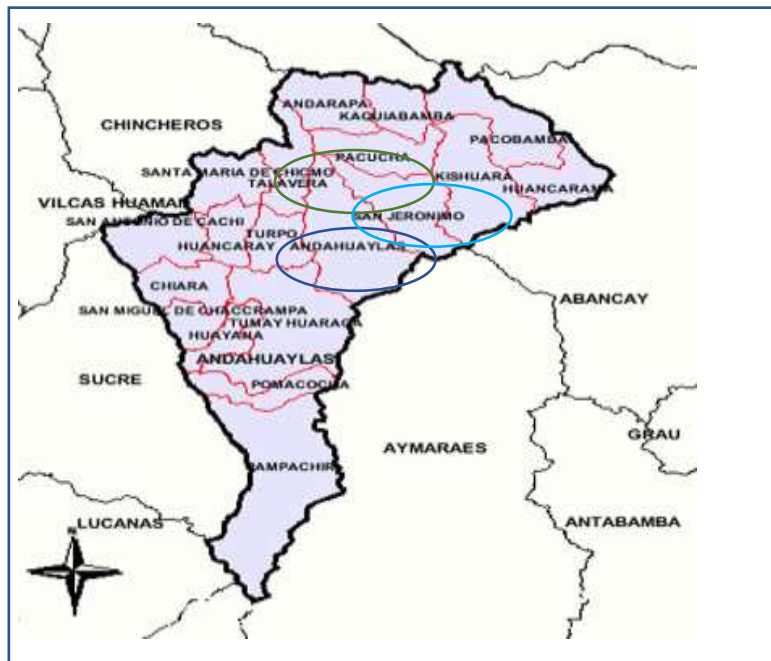


Figure 1. Sampling and intervention points

The research is descriptive, cross-sectional and non-experimental. The population and sample of the research was constituted 60 servers of the National Program of the Territorial Unit Andahuaylas. This population is made up of all PNCM staff (coordinators, technical assistants (trainers), administrative staff, computer assistant, community accompaniers, technical accompaniers. Se used the survey technique and the questionnaire as an instrument because its formulation was based on questions in written form. The questionnaire contained fifty-five items with duly quantified alternatives for further processing with the SPSS 22 statistic. The Work Performance variable consists of four dimensions: quality of work (11 items), responsibility (6 items), institutional commitment (5 items) and leadership and teamwork (9 items). This variable had a total of 31 items. The alternatives of the items of the Leadership variable had the

following assessment: Strongly disagree (1), disagree (2), neither agree nor disagree (3), agree (4) and strongly agree (5).

Similarly, the variable Institutional Management was made up of four dimensions: institutional management (10 items), pedagogical management (4 items) and administrative management (10 items). This variable had a total of 24 items.

The alternatives of the items of the variable Institutional management had the following assessment: Strongly disagree (1), disagree (2), neither agree nor disagree (3), agree (4) and strongly agree (5).

Validity of the instrument. The instrument was validated by a competent professional (Expert Judgment) who holds the degree of Magister who has reviewed and validated the instrument, with valuable contributions both in form and substance. From the opinion a qualification of GOOD was obtained, which indicated the application of the instrument to the study units. The scale proved to be highly reliable on each subscale, with a Cronbach's alpha ranging from 0.81 to 0.94, and for the total scale $\alpha = 0.96$. Data analyses were performed using repeated measures ANOVA to identify possible differences in academic, physical and emotional stress using IBM SPSS 25.0 statistical software. (International Business Machines Corporation, Armonk, NY, USA) to set the values of the basic descriptors (means and frequencies). In addition, regression was used to establish the relationships between the variables that made up the correlational model for both groups (men and women). The differences between categorical and interval variables were analyzed using Student's t-test.

RESULTS

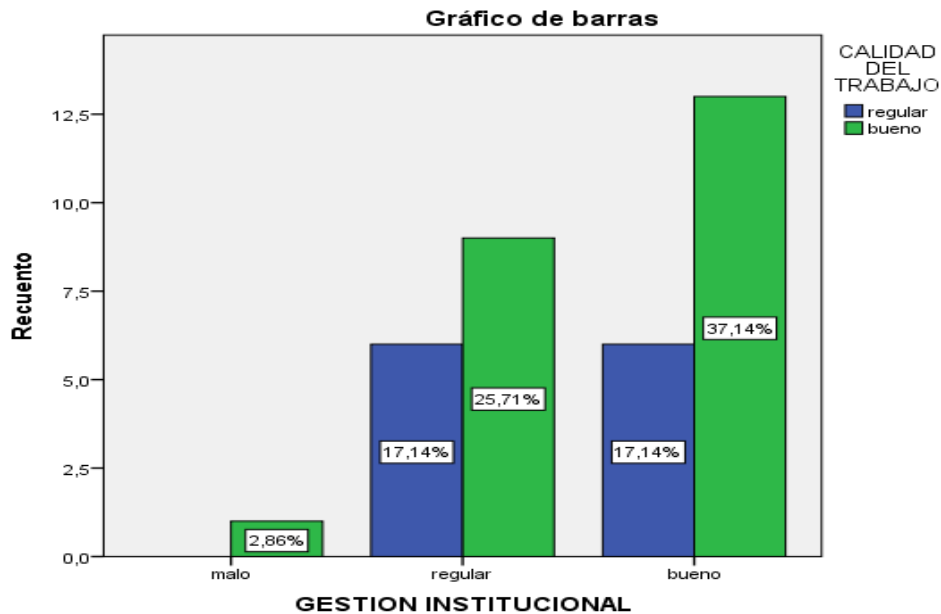
Next, the results of the first specific objective are presented, which is to determine the relationship between the dimension of quality of Work and the Institutional Management of the servers of the National Program of the Territorial Unit of Andahuaylas.

Table 1. Servers, according to institutional management by quality of work

		QUALITY OF WORK							
		Bad boy		regular		Well		Total	
		F	%	F	%	F	%	F	%
INSTITUTIONAL MANAGEMENT	Bad boy	0	0,0	0	0,0	1	2,9	1	2,9
	regular	0	0,0	6	17,1	9	25,7	15	42,9
	Well	0	0,0	6	17,1	13	37,1	19	54,3

Total	0	0,0	12	34,3	23	65,7	35	100,0
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Figure 1. Percentage of servers, according to institutional management by quality of work in the National Program, Andahuaylas



The table shows that 37.14% of the servers of the Program state that the quality of work is located at the level of good because the Institutional Management of the National Program is also Good; likewise, 25.71% of the servers of the program state that the Quality of Work is good but Institutional Management is regular. Followed by 17.1% who state that the quality of work is located at the level of good but that the Institutional Management of the National Program is also Good. 17.1% state that the quality of Work is regular and that Institutional Management is also regular. 2.86% say that the Quality of Work is good but Institutional Management is bad. In conclusion: the servers of the Program state that the quality of the work carried out is good and that the Institutional Management of the National Program is also Good.

Table 2. Pearson correlation for quality of work and institutional management of the Program's servers.

		QUALITY OF WORK	INSTITUTIONAL MANAGEMENT
QUALITY OF WORK	Pearson correlation	1,000	,041
	Sig. (bilateral)	.	,034
	N	35	35
		Pearson correlation	,041
			1,000

INSTITUTIONAL	Sig. (bilateral)	,034	.
MANAGEMENT	N	35	35

As shown in the table above, the value "sig." is 0.034, which is less than 0.05 the level of significance, then the null hypothesis (Ho) is REJECTED, and the alternative hypothesis is accepted; therefore, it can be affirmed with a confidence level of 95%, that there is asignificant relationship between the quality of work and the institutional management of the servers of the Program of the Territorial Unit of Andahuaylas, 2014. In addition, the Pearson correlation is 0.041 which indicates that there is a very low positive correlation, this implies that if there is no good quality of work there will be no good institutional management.

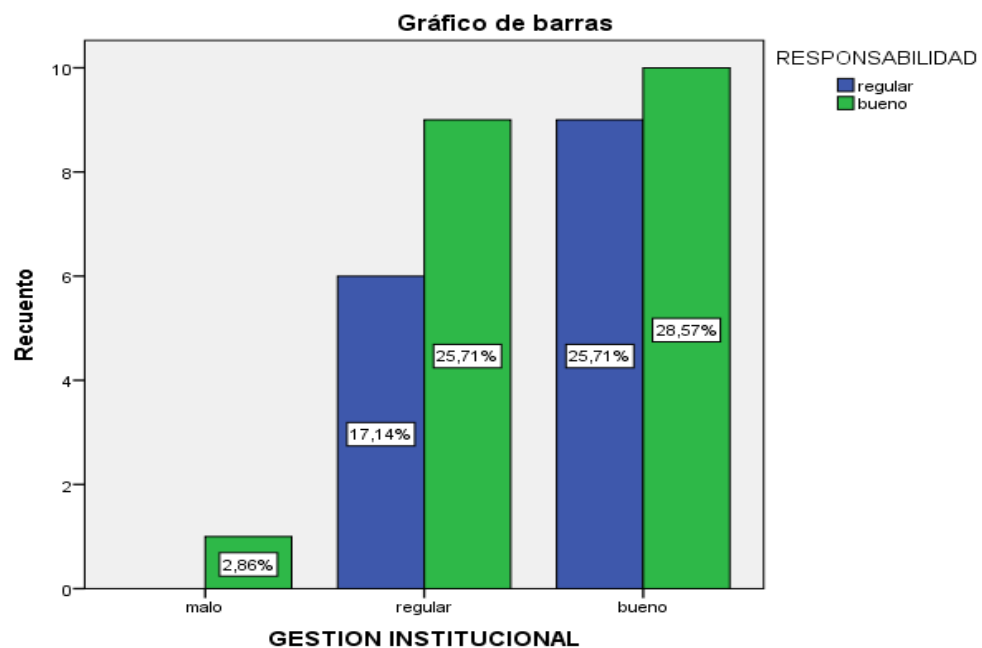
Responsibility and Institutional Management

Below are the results of the second specific objective, which is to determine the relationship between the dimension of Responsibility and the Institutional Management of the servers of the National Program.

Table 3. Servers, according to institutional management by responsibility in the National Program

		RESPONSIBILITY							
		Bad boy		regular		Well		Total	
		N	%	N	%	N	%	N	%
INSTITUTIONAL MANAGEMENT	Bad boy	0	0,0	0	0,0	1	2,9	1	2,9
	regular	0	0,0	6	17,1	9	25,7	15	42,9
	Well	0	0,0	9	25,7	10	28,6	19	54,3
	Total	0	0,0	15	42,9	20	57,1	35	100,0

Figure 2. Percentage of servers, according to institutional management by responsibility in the Program.



The table shows that 28.57% of the Program servers state that the Responsibility is good because the Institutional Management of the Program is also Good; likewise, 25.71% of the program servers state that the Responsibility is good but the Institutional Management of the Program is Regular. 25.71% of the Program servers state that the Responsibility is Good but that the Institutional Management of the Program is Regular; likewise, 17.14% of the program servers state that the Responsibility is Regular and that the Institutional Management of the Program is also Regular; 2.86% say that responsibility is good but that institutional management is bad. In conclusion: the servers of the Program state that the Responsibility that is demonstrated in the fulfillment of the tasks is good and that the Institutional Management of the Program is also Good.

On the other hand, being the second specific objective to determine the relationship between the dimension of Responsibility and the Institutional Management of the servers of the Program of the Territorial Unit of Andahuaylas

The following hypotheses were put forward:

Ho: There is no significant relationship between the Responsibility and the institutional management of the servers of the Program of the Territorial Unit of Andahuaylas.

H1: There is a significant relationship between the Responsibility and the institutional management of the servers of the Program of the Territorial Unit of Andahuaylas.

Table 5. Pearson correlation for responsibility and institutional management of Program servers.

		RESPONSIBILITY	INSTITUTIONAL MANAGEMENT
RESPONSIBILITY	Pearson correlation	1,000	,118
	Sig. (bilateral)	.	,049
	N	35	35
INSTITUTIONAL MANAGEMENT	Pearson correlation	,118	1,000
	Sig. (bilateral)	,049	.
	N	35	35

As shown in the table above, the value "sig." is 0.049, which is less than 0.05 the significance level, then the null hypothesis (Ho) is REJECTED, and the alternative hypothesis is accepted; therefore, it can be affirmed with a level of confidence of 95%, that there is a significant relationship between the Responsibility and the institutional management of the servers of the Program of the Territorial Unit of Andahuaylas. In addition, the Pearson correlation is 0.118 which indicates that there is a very low positive correlation, this implies that if there is no good responsibility there will be no good institutional management.

Institutional Commitment and Institutional Management

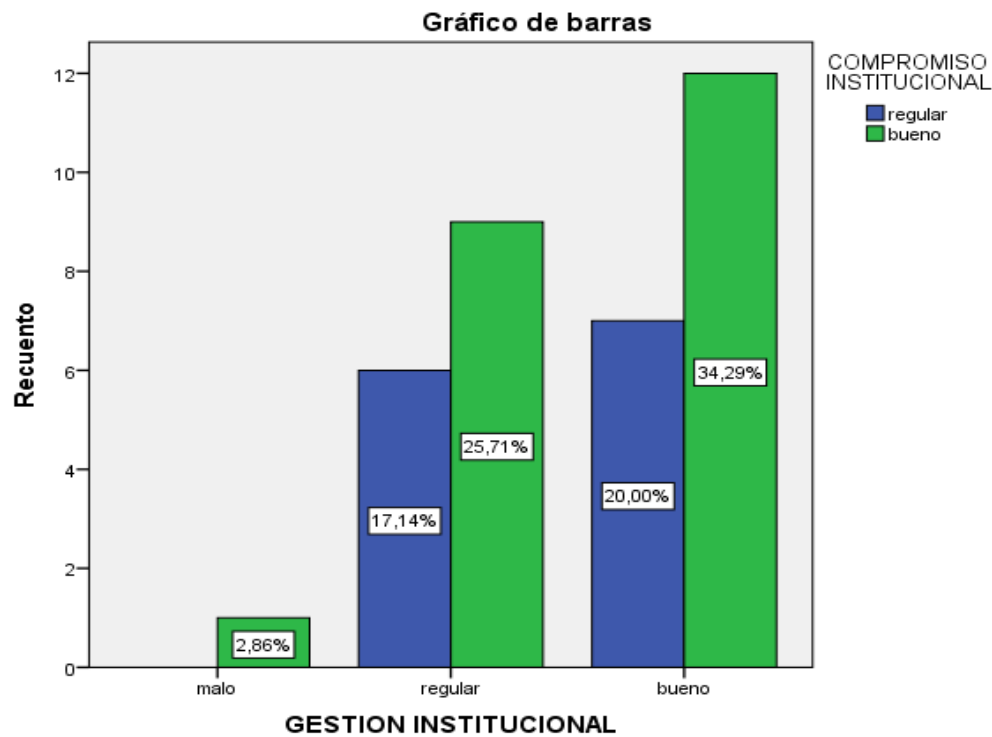
Below are the results of the third specific objective that comes to determine the relationship between the dimension of institutional commitment and the Institutional Management of the servers of the Program of the Territorial Unit of Andahuaylas.

Table 5. Servers, according to institutional management by institutional commitment in the Program.

		INSTITUTIONAL COMMITMENT							
		Bad boy		Regular		Well		Total	
		N	%	N	%	N	%	N	%
INSTITUTIONAL MANAGEMENT	Bad boy	0	0,0	0	0,0	1	2,9	1	2,9
	Regular	0	0,0	6	17,1	9	25,7	15	42,9
	Well	0	0,0	7	20,0	12	34,3	19	54,3
	Total	0	0,0	13	37,1	22	62,9	35	100,0

Figure 3

Percentage of servers, according to institutional management by institutional commitment in the Program.



The table shows that 34.29% of the servers of the Program state that the Institutional Commitment is good because the Institutional Management of the Program is also Good; likewise, 20% of the servers of the program state that the Institutional Commitment is good but the Institutional Management of the Program is Regular. 25.71% of the Program servers state that the Institutional Commitment is Good but that the Institutional Management of the National Program is Regular; likewise, 17.14% of the Program servers state that the Institutional Commitment is Regular and that the Institutional Management of the Program is also Regular; 2.86% say that institutional commitment is good but that institutional management is bad. In conclusion: the servers of the Program state that the institutional commitment that is demonstrated in the fulfillment of the tasks is good and that the Institutional Management of the Program is also good.

On the other hand, being the third specific objective to determine the relationship between the dimension of institutional commitment and the Institutional Management of the servers of the Program of the Territorial Unit of Andahuaylas, the following hypotheses were raised:

Ho: There is no significant relationship between the institutional commitment and the institutional management of the servers of the Program of the Territorial Unit of Andahuaylas

H1: There is a significant relationship between the institutional commitment and the institutional management of the servers of the Program of the Territorial Unit of Andahuaylas

Table 5. Pearson correlation for institutional commitment and institutional management of the servers of the Program, Andahuaylas.

		INSTITUTIONAL COMMITMENT	INSTITUTIONAL MANAGEMENT
INSTITUTIONAL COMMITMENT	Pearson correlation	1,000	,013
	Sig. (bilateral)	.	,047
	N	35	35
INSTITUTIONAL MANAGEMENT	Pearson correlation	,013	1,000
	Sig. (bilateral)	,047	.
	N	35	35

As shown in the table above, the value "sig." is 0.047, which is less than 0.05 the significance level, so the null hypothesis (Ho) is REJECTED, and the alternative hypothesis is accepted; therefore, it can be affirmed with a level of confidence of 95%, that there is a significant relationship between the institutional commitment and the institutional management of the servers of the Program of the Territorial Unit of Andahuaylas, 2014. In addition, the Pearson correlation is 0.013 which indicates that there is a very low positive correlation, this implies that if there is no good institutional commitment there will not be good institutional management either.

Leadership and Teamwork and Institutional Management

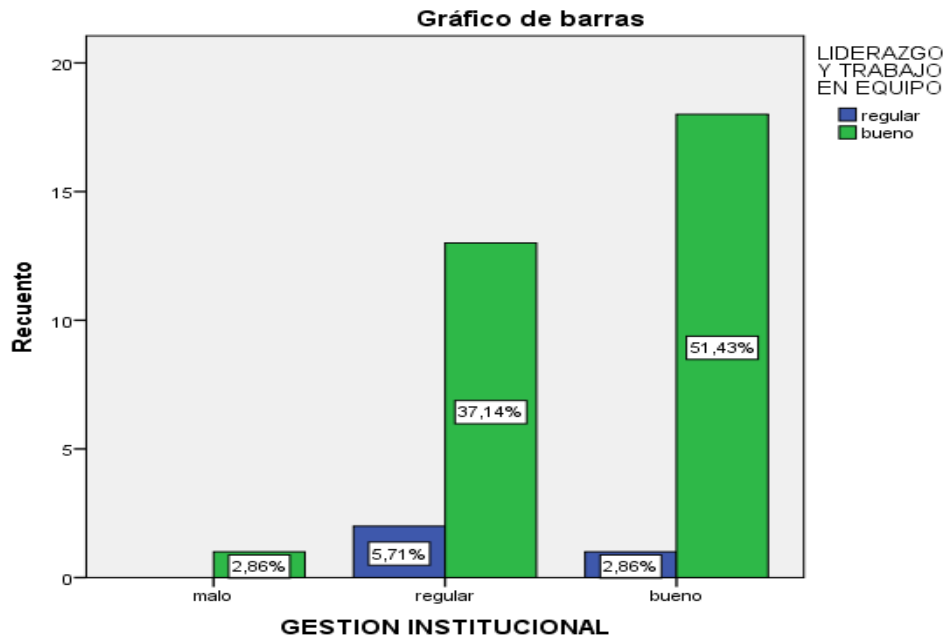
Below are the results of the fourth specific objective that comes to determine the relationship between the dimension of Leadership and teamwork and the Institutional Management of the servers of the Program of the Territorial Unit of Andahuaylas

Table 6. Servers, according to institutional management by leadership and teamwork of the Program, Andahuaylas

LEADERSHIP AND TEAMWORK			
	Bad boy	regular	Well
			Total

		N	%	N	%	N	%	N	%
INSTITUTIONAL MANAGEMENT	Bad boy	0	0,0	0	0,0	1	2,9	1	2,9
	Regular	0	0,0	2	5,7	13	37,1	15	42,9
	Well	0	0,0	1	2,9	18	51,4	19	54,3
	Total	0	0,0	3	8,6	32	91,4	35	100,0

Figure 4. Percentage of servers, according to institutional management by leadership and teamwork in the Program.



The table shows that 51.43% of the Program servers state that leadership and teamwork is good because the Institutional Management of the Program is also Good; likewise, 2.86% of the program servers state that leadership and teamwork is regular but the Institutional Management of the Program is Good. 37.14% of the Program servers state that leadership and teamwork is Good but that the Institutional Management of the Program is Regular; likewise, 5.71% of the program servers state that leadership and teamwork is Regular and that the Institutional Management of the Program is also Regular; 2.86% say that leadership and teamwork is good but that institutional management is bad. In conclusion: the servers of the Program state that the leadership and teamwork that is demonstrated is good and that the Institutional Management of the Program is also Good.

On the other hand, being the fourth specific objective to determine the relationship between the dimension of leadership and teamwork and the Institutional Management of the servers of the Program of

the Territorial Unit of Andahuaylas, the following hypotheses were raised:

Ho: There is no significant relationship between leadership and teamwork and the institutional management of the servers of the Program of the Territorial Unit of Andahuaylas

H1: There is a significant relationship between leadership and teamwork and the institutional management of the servers of the Program of the Territorial Unit of Andahuaylas

Table 7. Pearson correlation for leadership and teamwork and institutional management of Andahuaylas Program collaborators

		LEADERSHIP AND TEAMWORK	INSTITUTIONAL MANAGEMENT
LEADERSHIP AND TEAMWORK	Pearson correlation	1,000	,116
	Sig. (bilateral)	.	,043
	N	35	35
INSTITUTIONAL MANAGEMENT	Pearson correlation	,116	1,000
	Sig. (bilateral)	,043	.
	N	35	35

As shown in the table above, the value "sig." is 0.043, which is less than 0.05 the level of significance, then the null hypothesis (Ho) is REJECTED, and the alternative hypothesis is accepted; therefore, it can be affirmed with a level of confidence of 95%, that there is a significant relationship between leadership and teamwork and the institutional management of the servers of the Program of the Territorial Unit of Andahuaylas. In addition, the Pearson correlation is 0.116 which indicates that there is a very low positive correlation, this implies that if there is no good leadership and teamwork there will be no good institutional management.

Labor Performance and Institutional Management

Next, the results of the General Objective are presented, which is to determine the relationship between the Work Performance and the Institutional Management of the servers of the Program of the Territorial Unit of Andahuaylas.

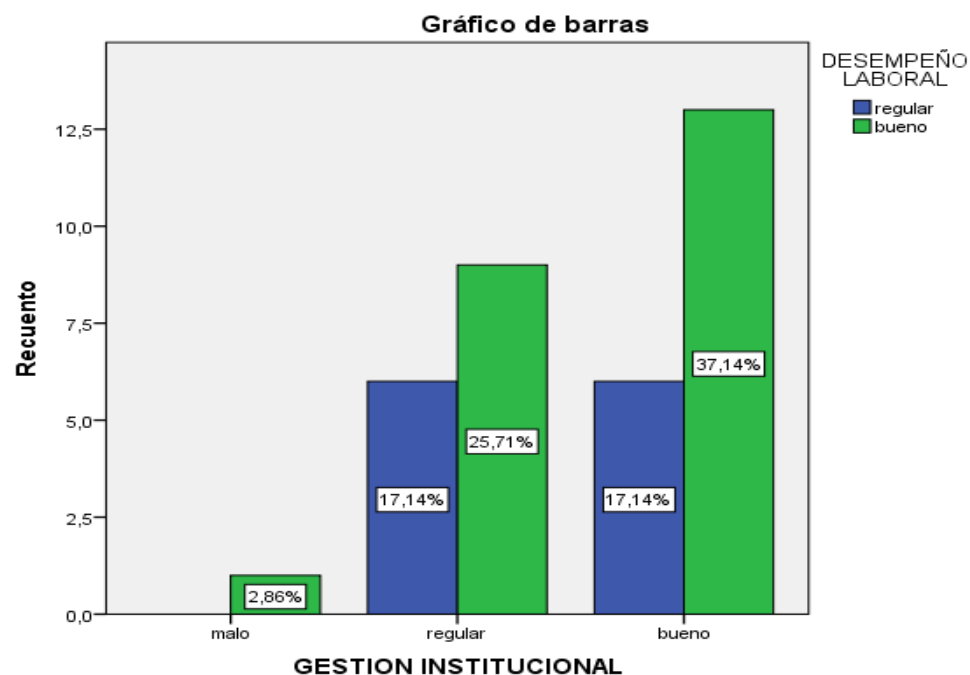
Table 7 Servers, according to institutional management by work performance in the Program, Andahuaylas.

	JOB PERFORMANCE
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		Bad boy		regular		Well		Total	
		N	%	N	%	N	%	N	%
INSTITUTIONAL MANAGEMENT	Bad boy	0	0,0	0	0,0	1	2,9	1	2,9
	regular	0	0,0	6	17,1	9	25,7	15	42,9
	Well	0	0,0	6	17,1	13	37,1	19	54,3
	Total	0	0,0	12	34,3	23	65,7	35	100,0

Figure 5

Percentage of servers, according to institutional management by work performance in the Program, Andahuaylas



The table shows that 37.14% of the Program servers state that the Work Performance is good because the Institutional Management of the National Program is also Good; likewise, 25.71% of the Program servers state that the Work Performance is Good but the Institutional Management of the Program is Regular. 17.14% of the Program servers state that the Work Performance is Good and that the Institutional Management of the Program is Good; likewise, 17.14% of the Program servers state that the Work Performance is Regular and that the Institutional Management of the Program is also Regular; 2.86% say that work performance is good but that institutional management is bad. In conclusion: the servers of the Program state that the work performance that is demonstrated is good and that the Institutional Management of the Program is also Good.

On the other hand, being the General Objective to determine the relationship between the Work Performance and the Institutional

Management of the servers of the Program of the Territorial Unit of Andahuaylas, the following hypotheses were raised:

Ho: There is no significant relationship between work performance and institutional management of the servers of the Program of the Territorial Unit of Andahuaylas

H1: There is a significant relationship between work performance and the institutional management of the servers of the Program of the Territorial Unit of Andahuaylas.

Table 7 Pearson correlation for work performance and institutional management of Program servers, Andahuaylas, 2014

Correlations

		INSTITUTIONAL MANAGEMENT	JOB PERFORMANCE
INSTITUTIONAL MANAGEMENT	Pearson correlation	1	,578
	Sig. (bilateral)		,046
	N	35	35
JOB PERFORMANCE	Pearson correlation	,578	1
	Sig. (bilateral)	,046	
	N	35	35

As can be seen in the table above, the value "sig." is 0.046, which is less than 0.05 the level of significance, then the null hypothesis (Ho) is REJECTED, and the alternative hypothesis is accepted; therefore, it can be affirmed with a confidence level of 95%, that there is a significant relationship between Work Performance and the institutional management of the servers of the Program of the Territorial Unit of Andahuaylas, 2014. In addition, the Pearson correlation is 0.578 which indicates that there is a moderate positive correlation, this implies that if there is no good job performance there will be no good institutional management.

DISCUSSION

The research findings confirm that the productivity of the institution through an efficient and effective work performance. That is, for organizations to achieve a high degree of efficiency it is necessary to work in highly motivating, participatory environments and with a highly motivated staff and identified with the organization, which is why the employee must be considered as a vital asset within it, so managers must keep in mind at all times the complexity of human nature in order to achieve efficiency and high productivity rates. These

results are affirmed with the results obtained in this research work when it is pointed out that there is a significant relationship between Work Performance and the institutional management of the servers of the Program of the Territorial Unit of Andahuaylas, 2021, since the value "sig." is 0.046, which is less than 0.05 the level of significance.

The quality of the work also includes other aspects. The results obtained can be highlighted that the staff is motivated, however it does not deepen in analyzing the benefits that are obtained as part of recognition of their good work, the payment granted by the institution is not very good since it does not meet the expectations of the same, with this it is considered that the economic aspect is still important to increase and boost the motivation of the staff of the organization. Promotions, promotions, are not considered fair but the work environment that workers find is good and they do not perceive much stress in the development of their work. Consequently, satisfaction is shown in phases, in working conditions, co-workers, recognitions, among others, but a greater degree of dissatisfaction with the lack of a fair salary, intransigent supervision, in the guards, which causes pressure for: lack of professional development policies and promotion promotions, which causes the worker to feel dissatisfied, Failure to correct this situation can lead to a drop in organizational efficiency, which can be expressed through behaviors of expression, negligence, aggression or withdrawal. These statements find correspondence when the second conclusion indicates that there is a significant relationship between the quality of work and the institutional management of the servers of the Program of the Territorial Unit of Andahuaylas, 2014, since the value "sig." is 0.034, the level of significance is less than 0.05 and the alternative hypothesis is accepted to make that statement.

The third conclusion indicates that the value "sig." is 0.049, which is less than 0.05 the level of significance, accepting the alternative hypothesis; therefore, it is affirmed with a confidence level of 95%, that there is a significant relationship between the Responsibility and the institutional management of the servers of the Program of the Territorial Unit of Andahuaylas, 2014. The studies of Carolina Araujo María and Martín Leal Guerra, (2007), in the thesis entitled "emotional intelligence and work performance in public higher education institutions" indicate that at the managerial level of the Higher Education Institutions of the state Trujillo they have a realistic idea of their own abilities and a solid confidence based on themselves, They are able to know what they feel at each moment and use those preferences to guide decision-making.

Yubisay Luengo, in the "Clima organizacional y desempeño laboral del docente en centros de educación inicial" concludes

that en los centros educativos donde predominan un clima autoritario, donde el director no es visto como líder, se evidencia una mala ambiente laboral que no estimula a los docentes quienes no se sienten identificados plenamente con la organización, lo que ha venido influyendo en su desempeño en el aula. This conclusion can be asserted when in the fourth specific objective that comes to determine the relationship between the dimension of Leadership and teamwork and the Institutional Management of the servers of the Program of the Territorial Unit of Andahuaylas, the value "sig." is 0.043, which is less than 0.05 the level of significance, then it is affirmed that there is a significant relationship between leadership and teamwork and the institutional management of the servers of the Program of the Territorial Unit of Andahuaylas.

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