

Analysis of the exercise of spending on personal services for the years 2019-2021 and results of the measurement of work environment and organizational culture 2020 of the executive state of Guanajuato

Análisis del ejercicio del gasto en servicios personales para los años 2019-2021 y resultados de la medición de clima laboral y cultura organizacional 2020 del poder ejecutivo del estado de Guanajuato

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Abstract

The objective of this research document is the analysis of the exercise of spending on personal services for the years 2019-2021 in contrast to the results of the survey of work climate and organizational culture 2020 of the agencies attached to the executive branch of the State of Guanajuato, with the purpose of identifying the main changes compared to the years 2019 to 2021, being that since 2019 and to date the health pandemic has brought with it an increase in work stress, with negative impacts on organizational climates, it will be reviewed as the variables rewards and recognition, training and development, gender equity, communication, availability of resources, balance work family, focus on results and productivity, among others influence work climates and their relationship with the expenses that are made to cover the costs of personal services. The methods used are the analysis of the results of the survey of work environment and organizational culture integrate 16 categories of analysis, with a total of 63 reagents.

Public finance, Public spending, Wages

Resumen

El objetivo del presente documento de investigación es el análisis del ejercicio del gasto en servicios personales para los años 2019-2021 en contraste con los resultados de la encuesta de clima laboral y cultura organizacional 2020 de los organismos adscritos al poder ejecutivo del Estado de Guanajuato, con el propósito de identificar los principales cambios en comparación con los años 2019 a 2021, siendo que desde 2019 y a la fecha la pandemia sanitaria ha traído consigo un incremento en el estrés laboral, con impactos negativos en los climas organizacionales, se revisará como las variables recompensas y reconocimiento, capacitación y desarrollo, equidad de género, comunicación, disponibilidad de recursos, balance trabajo familia, enfoque a resultados y productividad, entre otros influyen en los climas laborales y su relación con los gastos que se hacen para cubrir los costos de servicios personales. Los métodos empleados son el análisis de resultados de la encuesta de clima laboral y cultura organizacional integran 16 categorías de análisis, con un total de 63 reactivos.

Hacienda pública, Gasto público, Salarios

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Introduction

The ILO has recognized a relationship between the increase in job stress and other work-related mental illnesses and technological, social and economic factors, for example "information overload, intensification of work and time pressures, greater demands for mobility and flexibility, being always 'available' due to mobile phone technology and, last but not least, the fear of losing one's job" (INSP, 2021).

The ILO and the WHO agree in identifying the main cause of job stress in various factors that make up poor organization at work, such as job characteristics, volume and pace of work, schedules, participation and control, professional perspectives, interpersonal relationships and culture institutional (INSP, 2021).

The objective of this research document is the analysis of the exercise of spending on personal services for the years 2019-2021 in contrast to the results of the 2020 work environment and organizational culture survey of the agencies attached to the executive power of the State of Guanajuato, with the purpose of identifying the main changes compared to the years 2019 to 2021, being that since 2019 and to date the health pandemic has brought with it an increase in work stress, with negative impacts on organizational climates, it will be reviewed as the variables rewards and recognition, training and development, gender equity, communication, availability of resources, work-family balance, focus on results and productivity, among others, influence the work environment and its relationship with the expenses made to cover the costs of services personal. The methods used are the analysis of the results of the work environment and organizational culture survey, integrating 16 categories of analysis, such as rewards and recognition, training and development, improvement and change, quality and user orientation, labor equity, communication, availability of resources, quality of work life, work-family balance, collaboration and teamwork, leadership and participation, identity with the institution, focus on results and productivity, regulations and processes, professionalization, impact of the survey in my institution, with a total of 63 reagents, which were applied to the executive power of the state of Guanajuato.

As a first part, the position of the world labor organization is reviewed regarding the effects caused by post-pandemic work stress and its effects on organizational climates, secondly, the main findings of the work climate and organizational culture survey for the year 2020, later in section 3 the amount of expenses paid for personal services corresponding to the payroll of permanent and temporary personnel is reviewed, as well as the corresponding social security, in section 4 the analysis of the results that the survey with the state of expenditure to conclude with the conclusions and proposals.

Position of the world labor organization

Work stress is a real problem for workers and the entities that demand them, as entities and work environments are changing. So do the stress issues employees may face. It is important to identify the existence of stress problems and try to solve them, promote healthy work and reduce the harmful aspects of work (OMS, 2021).

The pandemic has caused a major disruption in labor markets around the world. Compared to previous recessions, the COVID-19 crisis has been of an unprecedented pace and depth, and there have been no countries whose labor markets have not suffered a sharp deterioration (OMT, 2021).

According to the World Labor Organization, the effects of the crisis are likely to be felt in the organization and distribution of work in the coming years. (Dewan y Ernst, 2020; Lee, Schmidt-Klau y Verick, 2020).

In the context of the COVID-19 crisis, the disruption experienced by young people has been severe (ILO 2020d). The ramifications of a negative first experience of this type in the labor market can extend throughout your working life (OMT, 2021).

The World Labor Organization exposes that a study conducted in 19 high- and middle-income countries concluded that entering the labor market during a recession is associated with the decline in cognitive abilities later, especially among people of lower socioeconomic status. This is because young people join companies where skills development is not as important (Arellano-Bover, de próxima publicación).

Methods used

Analysis of the results of the work environment and organizational culture survey integrate 16 categories of analysis, such as, rewards and recognition, training and development, improvement and change, quality and user orientation, labor equity, communication, availability of resources, quality of work life, work-family balance, collaboration and teamwork, leadership and participation, identity with the institution, focus on results and productivity, regulations and processes, professionalization, impact of the survey in my institution, with a total of 63 items, which were applied to the executive power of the state of Guanajuato (see tables 1 and 2).

Analysis categories	
1	Rewards and recognition
2	Training and development
3	Improvement and change
4	Quality and user orientation
5	Labor equity
6	Communication Categories of analysis
7	Resource availability
8	Quality of work life
9	Work-family balance
10	Collaboration and teamwork
11	Leadership and participation
12	Identity with the institution
13	Focus on results and productivity
14	Regulations and processes
15	Professionalization
16	Impact of the survey in my institution

Table 1 Analysis variables, instruments and reagents

Font: STRC (2021)

0-59	60-80	81-89	90-100	Opacity
Critical situation in the aspect evaluated with large gaps and deficiencies that require primary care	Notable weakness in the evaluated aspect, incipient developments that require strengthening	In the process of strengthening the evaluated aspect, although with gaps and weaknesses	Parameter of excellence with successful practices	Don't know answers

Table 2 Classification or chromatic scale in traffic lights of results

Table 2 shows a summary of the analytical statement of the expenditure exercise for the years 2019-2021 in the category of personal services.

Expenditure	2019	2020	2021
Personal services	27,698,659,291.97	27,619,813,116.00	28,331,503,706.00
Remuneration for Permanent Personnel	11,098,384,574.39	11,043,621,108.00	11,352,794,928.00
Remuneration for Temporary Personnel	603,417,018.99	667,651,674.00	575,270,640.00
Additional and Special Remuneration	5,087,401,877.20	4,944,400,974.00	4,964,654,707.00
Social Security	2,631,305,588.30	2,581,624,630.00	2,680,121,623.00
Other Social and Economic Benefits	7,613,830,954.00	7,692,996,584.00	8,032,164,881.00
Payment of Incentives to Public Servants	664,319,279.09	689,518,145.00	726,496,926.00

Table 3 Total expenditure paid for personal services for the executive branch of the state of Guanajuato, 2019-2021

Font: SFIA, (2021)

Discussion

In general, the item with the lowest rating was that corresponding to: rewards and recognition, as shown in figure 1.

The conclusions of the aforementioned report reveal in the general results the category of rewards and recognition, as the vulnerable variable. However, in the detailed review, an even more important and generalized field can be evidenced in four of the five study subjects of each group, such as managers, middle managers, operatives, and honoraries. that is, work stress.

The analysis shows that the operational and fee-based staff are the ones who feel the most vulnerability in rewards and recognition, is dissatisfied by the limitations in the provision of availability of resources, as well as professionalization. The foregoing is a matter of problems of belonging to the institution, an analysis would have to be carried out to review what is the percentage of that population that is temporary staff but that year after year has an employment contract, check if their annual hiring is necessary For a specific activity that has the criteria of temporality, completion of the project, or in reality it is staff that performs permanent functions of the institution, correctly defining the temporary and permanent staff will define a better result of the work environment survey, see details in the Figure 1.

Expenditure	Higher commands %	Managers %	Middle managers %	Operative %	Fee %	General
Rewards and recognition	94.1	83.16	84.19	73.82	70.83	76.51
Training and development	94.71	90.79	87.22	81.66	79.77	83.81
Improvement and change	97.64	92.13	89.63	84.92	85.47	86.89
Quality and user orientation	97.81	94.84	92.49	89.06	88.53	90.45
Labor equity	95.64	89.72	87.74	80.96	86.09	83.7
Communication Categories of analysis	96.67	92.23	89.26	83.88	78.22	86.25
Resource availability	95.1	89.13	89.23	81.19	85.74	83.98
Quality of work life	94.81	89.82	89.15	84.85	81.65	86.57
Work-family balance	95.59	89.74	88.7	85.44	81.47	86.45
Collaboration and teamwork	96.98	91.04	89.13	84.2	83.8	86.19
Leadership and participation	97.86	92.86	89.57	84.69	88.21	87
Identity with the institution	99.61	97.09	95.43	93.14	91.72	93.99
Focus on results and productivity	96.14	94.23	93.4	90.1	90.25	91.39
Regulations and processes	95.1	91.58	90.05	85.88	84.45	87.43
Professionalization	95.62	87.93	86.66	79.61	78.66	82.28
Impact of the survey in my institution	96.94	90.33	96.49	80.22	78.26	82.68
General average			85.97			

Figure 1 Overall average of dimensions assessed by job type

Source: STRC, (2021)

Public expenditure performance

Table 4 shows the behavior of public spending in the years 2019-2021 in the category of stimuli.

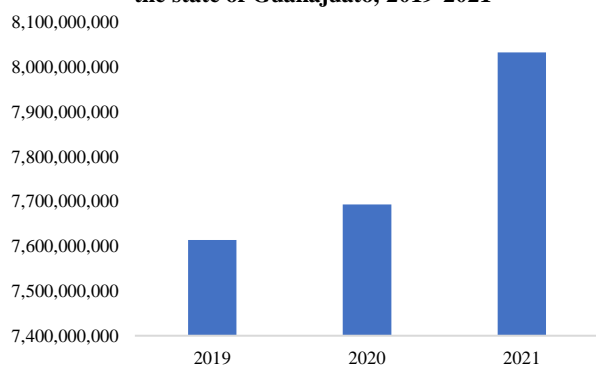
Year	Other social and economic benefits	Payment of incentives to public servants
2019	7,613,830,954.00	664,319,279.09
2020	7,692,996,584.00	689,518,145.00
2021	8,032,164,881.00	726,496,926.00

Table 4 Total expenditure paid for other economic social benefits and payment to public servants, 2019-2021

Source: Prepared by the authors with data from the annual public account of the Executive Branch of the State of Guajuato (2019-2021)

Regarding other social and economic benefits, an increase of 1.04% is shown for the year 2020 compared to the year 2019 and an increase of 4.41% for 2021 compared to the year 2020, see Graphic 1.

Total expenditure for other social and economic benefits of the executive branch of the state of Guanajuato, 2019-2021

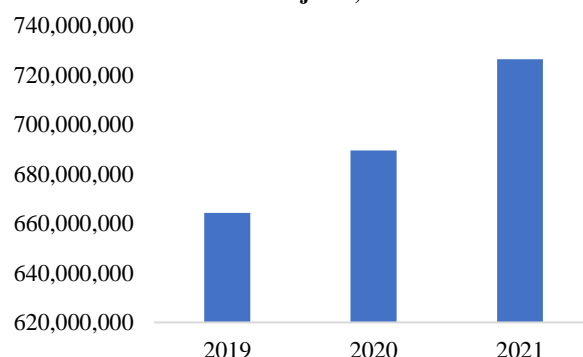


Graphic 1 Comparison of expenditure for social and economic benefits 2019-2021

Source: Own elaboration with data from the annual public account of the Executive Power of the State of Guanajuato (2019-2021)

Graphic 2 shows a consistent increase in the payment of incentives to public servants, with an increase of 3.79 for the year 2020 compared to the year 2019 and an increase of 5.36% for the year 2021 compared to the year 2020.

Total pasture for stimulus payments of public servants of the executive branch of the state of Guanajuato, 2019-2021



Graphic 2 Comparison of spending for stimulus payments 2019-2021

Source: Own elaboration with data from the annual public account of the Executive Power of the State of Guanajuato (2019-2021)

Figure 2 shows the results of the dimensions of quality in working life by type of position.

Dimension	Higher commands		Manager		Middle managers		Operative		Fee		%	
	Op	%	Op	%	Op	%	Op	%	Op	%	Op	%
I have safe and hygienic conditions to carry out my work	0	97.19	0	91.93	0.11	91.77	0.14	96.61	0.29	97.85	95.64	
In my area the treatment between public servants is respectful	0	99.55	0	96.06	0.15	93.81	0.21	90.82	0.43	92.36	92.2	
I feel happy doing my job	0	98.68	0	96.11	0.09	94.41	0.07	93.45	0.21	92.88	93.88	
In my work there are no situations that cause me stress or tension	0	83.31	0.10	75.68	0.11	76	0.32	68.94	0.43	69.83	71.63	
My institution responds in a timely manner to observations about cleanliness and security	0	95.54	1.32	89.32	1.46	89.95	1.11	84.42	1.86	85.5	86.49	

Figure 2 Quality dimension in working life

Font: STRC, (2021)

Work stress is the reaction that the individual may have to work demands and pressures that do not fit their knowledge or abilities, and that test their ability to cope with the situation (OMS, 2021).

Stress appears when that pressure becomes excessive or difficult to control, stress can harm the health of your employees and the results of your company (OMS, 2021).

According to the WHO (2021), some situations of stress or tension are: request for information, workload, delays, inaccurate information, additional requirements to those contemplated in their usual work, delays caused by lack of personnel, erroneous information, changes in information systems, new obligations, among others.

The only area in which managers showed weakness was the field of work life with evidence that they frequently present situations of stress or tension. According to the WHO (2021) it is important to know the existing strategies for reducing work stress, which can be reduced by:

Primary prevention: stress reduction through:

- Ergonomics.
- Job definition and environmental design.
- Improvement of organization and management.

Secondary prevention: stress reduction through:

- Worker education and training.

Tertiary prevention: reducing the effects of stress through:

- Development of more sensitive and responsive management systems, and improvement of the presentation of occupational health services.

A level of pressure that the worker considers acceptable can even keep him alert, motivated and able to work and learn, depending on the resources available to him and his personal characteristics. (OMS, 2021).

Conclusions

The survey reveals the category of rewards and recognition as a vulnerable variable, however, the expense for payment of incentives to public servants has been growing in nominal terms, a consistent growth is observed in the payment of public servants with increases of 3.79% for the year 2020 compared to the year 2019 and 5.36% for the year 2021 compared to 2020, with an average annual general inflation of 7.36 for the year 2021.

As can be seen in table 5, the growth only occurred in nominal terms, since inflation was higher, it is concluded that in real terms payments for social and economic benefits and incentives to the worker decreased.

	INPC base 2018					
	2019		2020		2021	
	103,687		107,444		113,018	
Real values at prices de 2018						
	2019	2020	2021	Change	Change	
Personal services	26,713,724,278	25,706,240,568	25,068,134,019	-3.8	-2.5	
Remuneration for Permanent Personnel	10,703,737,763	10,278,490,291	10,045,121,067	-4	-2.3	
Remuneration for Temporary Personnel	581,960,148	621,395,028	509,007,981	6.8	-18.1	
Additional and Special Remuneration	4,906,499,250	4,601,840,004	4,392,800,003	-6.2	-4.5	
Social Security	2,537,739,146	2,402,762,956	2,371,411,300	-5.3	-1.3	
Other Social and Economic Benefits	7,343,091,182	7,160,005,756	7,106,978,429	-2.5	-0.7	
Payment of Incentives to Public Servants	640,696,788	641,746,533	642,815,238	0.2	0.2	

Table 5 Real values at prices of 2018

Source: Own elaboration with information from the annual public account of the executive power of the state of Guanajuato and with INPC INEGI

What rethinks the fact of the search of employees for an emotional salary that integrates rewards and recognition, training, development and professionalization, as well as quality of working life for all officials, so many senior managers, managers, middle managers, operatives and fees.

It is assumed that it is necessary to adjust and improve the knowledge and skills of the officials, it is possible that many of the current workers do not have the profile for the position they occupy and even so, there are no training programs or generation of skills, we know that the challenges and technologies advance rapidly, which is why the staff must adapt to new knowledge, methods and technologies, which is why professionalization and competence are necessary.

It is proposed the development of skills in the workforce and whose communication skills, teamwork, innovation, time management, project management, work team management, will enable the way to reduce work stress and improve the organizational culture of the institutions

In this sense, the following proposals are made:

1. Definition of temporary personnel, according to the activities carried out, they should have a date of completion of their services.

2. Definition of permanent personnel, according to the skills and abilities required for the function of the position.
3. Permanent training program.
4. Motivation and career plan.
5. Real increases in the payment of salaries and incentives.

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