

# Chapter 2

## **Context the Models Management Control in Municipalities of Mexico Through Information Systems**



## **2.1 Models Management Control in Municipalities of Mexico through Information Systems**

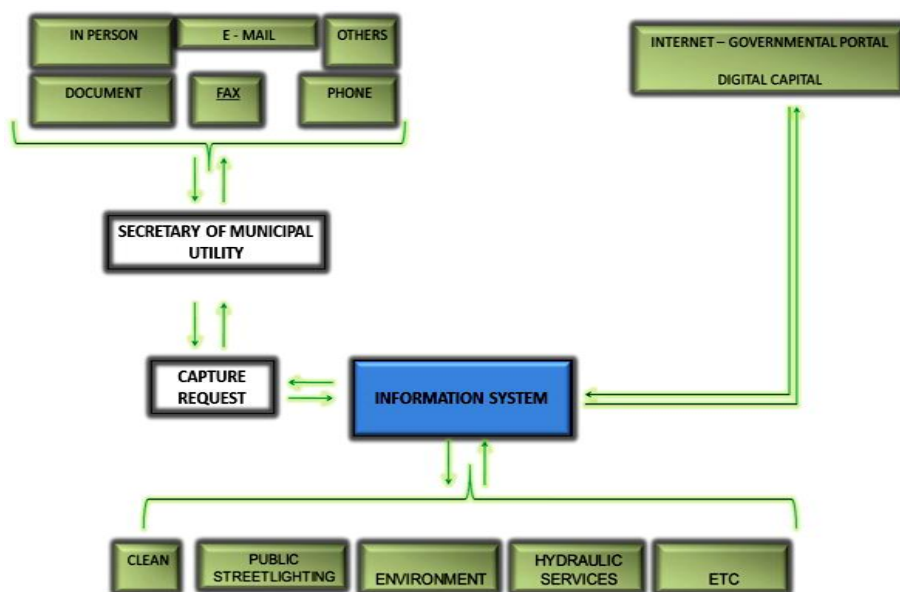
Some municipalities are in the process of incorporating information technologies such as social networking and e-mail communication to the control management of municipal utilities.

It should be noted that the failure to incorporate of information systems, does not mean eliminating traditional processes of management control, as explained in the following Figures 1 and 2. These are two real cases in the municipalities of Querétaro, State of Querétaro, and Tecámac, State of Mexico.

In the municipality of Querétaro, State of Querétaro has an information system for the control of management of municipal utilities.

In the municipality of Querétaro have significant advances in the use of information systems for management control of municipal utilities. In this the income of the application the process is the next: everybody deliver in paper, phone, etc., Into the information system, which ensures a single communication channel once the request is made by the citizen and this is attended.

Then, it show the general diagram of management control municipal utility is shown through an information system in the municipality of Querétaro, Querétaro State.

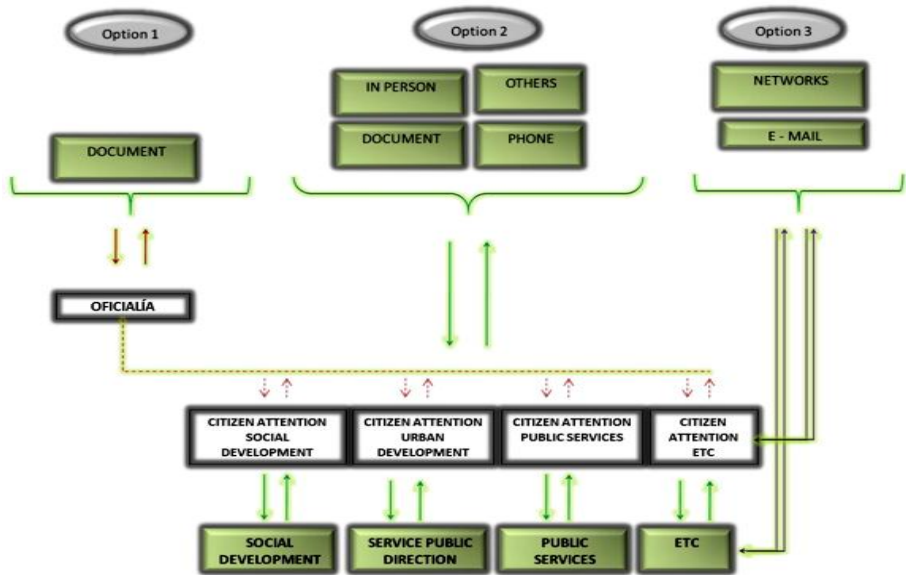


**Figure 1** Management control for the care and monitoring of municipal utilities, in the municipality of Quer áaro, Quer áaro State.

Source: own, derived from field research (interview and observation) on 22/11/2011.

Once you enter the application system, the communication with the administrative and operational areas that provide the service is performed by the system, i.e. other areas capture the service status, if it was already taken care if it had scheduled to, and other relevant status. The system using a database, channeled to the appropriate area according to the municipally public service. That request citizen and assign a folio number that will be unique in all the follow-up of the service. His system also gives you the option to citizens that see the status of your service and the likely causes of any delay, it may not provide a complete picture of your application, but provides confidence that their request is being served. On the other hand, municipalities are recently in the process of incorporating information technologies, the case of the municipality of Coacalco, Ecatepec, Nezahualcoyotl and Tec ámac State of

Mexico. Then, the Figure 2 corresponding to the process of management of control of municipality public services.



**Figure 2** Management control for the care and monitoring of municipal utilities of Nezahualcoyotl, Ecatepec, Tecámac and Coacalco State of Mexico.

Source: own, derived from field research (interview and observation) on 22/11/2011.

In this process, have three options to request some of municipally public services.

Option 1. The citizen making the request via a document, which assigned a folio and channeled the request to the area of citizen Care director or secretary as appropriate, depending on the service requested. This option is the most time-consuming.

Option 2. The citizen making the request directly to the units of Citizen Services (CA) of the municipal public service, this once that citizen receives the attention and receives a folio number to follow the request, and this unit turn funnels the request to the appropriate director to be serviced

**Table 1** Request of municipally public services.

Municipality	Total percentage to the Application of Municipal Public Service (MPS)				
	Average of MPS via Electronic Media	Average of MPS via verbal	Average of MPS written	Average of SPM by phone	Average of SPM other medias
Coacalco de Berriozábal	6.30%	25.68%	21.28%	4.04%	42.90%
Ecatepec de Morelos	0.68%	16.11%	57.30%	17.62%	8.33%
Tecámac	6.19%	46.88%	46.88%	0.00%	0.00%
Querétaro	0.40%	52.20%	5.70%	41.70%	0.00%

Source: own (2013), based on the follow information:

- Coacalco. Information provided by transparency unit Coacalco municipality, via electronically, in SICOSIEM (System of Information Control the Requests the State of Mexico), folio 00053.
- Ecatepec. Information provided by transparency unit Ecatepec municipality, via electronically in SICOSIEM (System of Information Control the Requests the state of Mexico), folio 00656.
- Tecámac. Information provided by transparency unit Tecámac municipality, via electronically in SICOSIEM (System of Information Control the Requests the state of Mexico), folio 00061.
- Querétaro. Information provided by services center and citizen attention, via electronically in SSIQ (System of request of information system of Queretaro, folio 717.

Finally the option 3, Citizen makes a request via email, while reaching directly to the holder of each direction, then, this request is serviced like a request for option 2, the difference is that it is served more quickly, because it will goes directly to the director without going through the filter officialdom and sometimes public attention, just as is assigned a folio number for tracking.

Note, that the time in which they may take time to meet the request, depends on the programming workload as it deems the corresponding direction. It has been observed that the application of municipal public services via information systems has increased slowly compared to other routes of application, as shown

in Figures 1 and 2. Moreover, if we analyze the means by which citizens applying for a municipal utility, technologies play an important role, so that municipal governments should focus their efforts to conduct research and incorporate the best technological alternative for attention of such services, in this case the proposal suggests implementing information systems. Results presented in Table 1, below are the means by which citizens ask a municipal public service.

