

# Effects of the lack of an engineering vision in municipal public management: a view from the sustainable development goals

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**Abstract**— *This scientific article reflects on the problems related to the municipal attention in 17 municipalities located in 3 regions of Peru, To reflect ethically on the categories investigated in the fulfillment of the Sustainable Development Goals [SDGs], caused by the absence conceptualization of processes and systems with engineering vision in municipal management.*

*This country has developed a path of deterioration in the public function, evidenced in the denunciations to the governors, presidential vacancies, resignations and scandals due to corruption. Our participants were chosen by convenience in the framework of a course on quality of care, the participants came from the regions: Piura Region; districts Huarmaca, Paita, Sullana, Catacaos, Chulucanas, El alto; in the Lambayeque Region districts Chiclayo, José Leonardo Ortiz, Pomalca, Pimentel and in the Lima Region, districts El Callao, Villa El Salvador, San Juan de Lurigancho, San Borja, Ate, El Rímac. The research was observational, the occasions on which the study variable was measured were unique, with a phenomenological design of empirical type, since it sought to describe and understand the experiences of the citizens with regard to the attention of the users of their municipality and sought to answer the following question: What problems are noticed as a consequence of the absence of engineering vision in the attention to the users of the municipality of your town? With the application of artificial intelligence we were able to summarize the following: "The annex collects the opinions of different districts in Peru on the poor service and attention provided by municipalities, the complaints and problems mentioned include delays in administrative processes, cumbersome procedures, poor treatment by workers, lack of infrastructure, poor condition of streets and parks, insufficient waste management, bureaucratic obstacles, lack of technology and deficiencies in public health and public services. The aforementioned problems have led to an increase in crime, a decline in tourism and general dissatisfaction among citizens." Processing in Atlas Ti dated Noviembre 16, 2023. In relation to the results we see that there is a gap of attention that causes a deteriorated perception of the municipality as an institution of public services, building an image of insufficiency, even more so when it comes to accountability of compliance with the commitments assumed as humanity, in*

*relation to the Sustainable Development Goals, since these are seen from afar not being fulfilled, therefore; social equity, fair distribution of economic goods and care for the environment go unnoticed in these functions. Hence, it is important to print a logic of change and make the municipal government a more sustainable and satisfactory work that guarantees the welfare state and its legitimacy.*

**Keywords:** SDGs, bureaucratic obstacles, corruption, public dissatisfaction, citizen security, attention gap, engineering.

## I. INTRODUCTION (HEADING 1)

We will start our dissertation with [1] in relation to the Sustainable Development Goals [SDGs] tells us that they are intended to decrease the inequality gap and generate space for egalitarian development. Likewise, the SDGs are born with the purpose of being the roadmap of the countries in order to achieve the leveling between economic increase, social equity and environmental care, under a principle of international cooperation ... in an integrated and indivisible manner ... with universal character. According [2] the SDGs consist of an Agenda divided into 17 thematic areas that bring together specific areas, developed with the aim of guiding social development and guide social development and global environmental sustainability, based on the principle that all countries are responsible for their role, in the realization of this vision, so that discrimination and inequalities are eliminated. discrimination and inequalities [3] [4] also states that it is convenient to build an edifying dialogue hand in hand with sanctions to states that violate the rule of law, caused especially in commercial, economic and political negotiations that often move away from collective guidelines, taking into account four economic principles in decision making: 1. disjunctive; 2. opportunity cost; 3. decisional rationality and marginal changes; and 4. incentives ("cost-benefit analysis"). With regard to municipalities, it is worth mentioning that SDG 16 seeks to consolidate peaceful and inclusive societies for sustainable development, facilitating access to justice by building effective and accountable institutions at all levels [5] focuses on fostering peace, justice and solid institutions that

serve as a basis for building the desired welfare state [6] The main areas of focus are peace, justice and institutions. and institutions, it is understood that all three enjoy the same hierarchical level and adaptive conditions for democracy, public order, protection and integration. This perspective would tend to favor the social inclusion of all individuals and groups (including minorities). minorities). It could be associated with democratic states, respectful of the rule of law and human rights based on the SDGs.

According to [7] We must change the look in relation to compliance with the national agreement since it has been seen that there is deterioration of ecosystems and the SDGs are partially met; therefore, it is required to revolutionize ecosystems to natural capital with relevant policies, citizen control and monitoring and determination of governments. In turn, [8] states that there are crisis situations such as the COVID 19 pandemic that have highlighted the crux of non-compliance with the SDGs since in isolation there were no protective policies for the population, placing families in a situation of socioeconomic vulnerability (SDG-1); non-attendance at educational institutions led to not receiving school meals at the initial and primary levels (Qali Warma Program), deteriorating nutrition and food sustainability (SDG-03). The health service, due to the precarious sanitary infrastructure, did not provide mental and physical protection, affecting families, especially those with precarious socioeconomic conditions (SDG-3). Access to the educational system was restricted to the capacity of families to acquire megabytes of internet, increasing the gap of educational attention in virtual environments (SDG 4); There was an increase in rates of gender violence and domestic and child violence; gender violence increased significantly, as well as unpaid domestic work for women; as well as excessive work for women within their homes (SDG 5); Economic activity was low, leaving little purchasing power for the acquisition of drinking water or agricultural services, electricity, etc. (SDG 6 and 7). (SDG 6 and 7); It should be noted that informality in Peru is very high with the confinement there was a decrease in the economy and unemployment (SDG 8), this situation has visibly put on the table the increase of inequalities within the country, as well as between countries (SDG 10); It was also a perfect opportunity to negotiate with vaccines, diagnostic kit, medicine illegitimizing the vision of the SDGs (SDG 17). Peru, a country that has been derailing abruptly until reaching nadir and being recognized as the most [9] corrupt country in Latin America in 2022 according to a study conducted by the Latin American Public Opinion Project (LAPOP, 2022) with 88%, above Brazil (79%), Colombia (78%) and Paraguay (75%) who obtained lower percentages of perception of corruption in the region. This study shows the perception of public management and corruption as the predominant phenomenon in Latin America. Even so, Peru is sustained by a solid economy in the region; although budget execution is not equitable and public management has been tainted by events that do not allow efficiency or the fulfillment of the objectives

consolidating the welfare state. The removal of presidents since 2000 with Alberto Fujimori convicted of murder and corruption, Alejandro Toledo, extradited to Peru for corruption, Alan Garcia Perez, accused of bribery, Ollanta Humala Tasso accused of bribery, Pedro Pablo Kuczynski under house arrest for money laundering, Martin Vizcarra accused of bribery, Manuel Merino de Lama's resignation resigned due to social protests for lack of legitimacy, Pedro Castillo Terrones year in 2022 accused in the legislative branch for self-coup and corruption. [10] All these events have been a breeding ground for instability in public management at all levels, while projecting an image of a country with an undervalued brand, especially by not fulfilling its function of attending to the population and its needs, avoiding

chaos. At the international level, it can be seen that organizations focus on the quality of service to achieve customer loyalty, they compete strongly with other entrepreneurs and know that this depends on attracting and maintaining the attention of customers, thus ensuring success in the market [11] Meanwhile in Peru, customer service is strengthened from the formation of managerial skills, with greater tendency in micro and small enterprises, with notorious participation in the private economy of the country [12]. Not sharing the same dynamics in municipal public management, we see that it has failed to exceed expectations, this because users are dissatisfied because they are subjected to delays in procedures, unattended complaints and claims, deficiency in solid waste collection, as well as a weak institutional framework and citizen security that does not support public health and legitimacy in municipal management.

[13] An IPSOS study conducted in 2016 (IPSOS,2016) indicates bureaucratic untidiness (44%), limited coordination between sectors (42%) and inefficient collaborators (29%). It is further stated that most districts are characterized by self- produced habitability, which implies certain conditions that do not make formalization possible and which has increased in times of pandemic. In this context, municipalities as units of local government have the function of promoting social order and development through participatory mechanisms that facilitate the lives of the inhabitants in a closer way that crystallizes in public attention to users. The municipality in Peru is the lowest level of the decentralized public function, enjoys autonomy [14] and is responsible in the budgetary execution. Of approximately 20% of the national budget for public-basic goods and 45% investment budget in a participatory manner (public infrastructure), [15].

[16] states that there are limitations in the administrative support caused by the organizational structure, the capacity of human and financial resources, educational training, experience, use of information and communication technologies that could unfavorably

determine the performance in the municipal there are complex events to face. For [17] He states that engineering develops an integral vision of processes and functions that allow to foresee possible events of later execution in a systemic way, extracting the possible conflicts of the users.

At the end, we will detail some of the answers collected from the participants to the question "What problems do you notice as a consequence of the deficient attention to the users of the municipality of your locality?"

The objective of this research is to reflect ethically on the deficient municipal attention in 17 districts of Peru caused by the absence of an engineering system for which we disaggregate the specific objectives: 1. to identify the units of registration in the results of the application of the instruments of collection of information modality of interviews. 2. To assign the recording units to the research categories. 3. To reflect ethically on the categories investigated in the fulfillment of the Sustainable Development Goals [SDGs], caused by the absence of engineering support in municipal management.

## METHODOLOGY

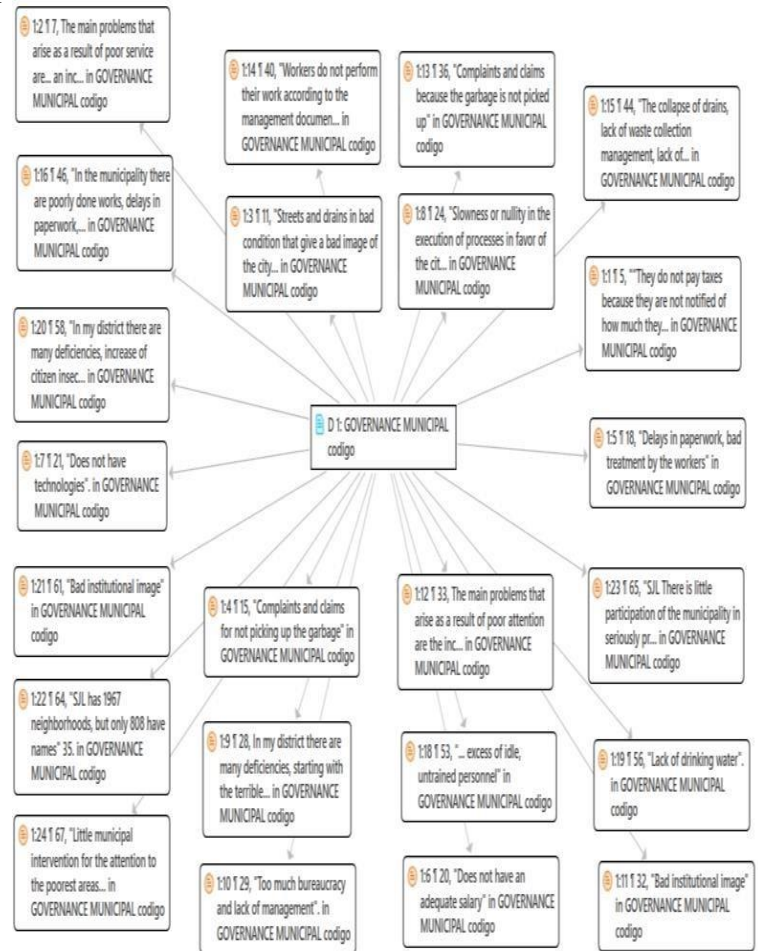
### I.- Description of the context

The methodology presented is of multiple cases, with a phenomenological design of empirical type, since it sought to describe and understand the experiences of citizens with regard to municipal public management, the participants were 30 enrolled in a course on "Customer Service" from the Piura, Lambayeque and Lima Regions, They were selected by convenience, which served us to guide the study since there was easy access to them who showed accessibility, information was collected through the questionnaire instrument, the collection of information was virtual - synchronous, through a zoom platform, each participant had the opportunity to voluntarily answer the question "What problems are noticed from the deficient attention given to the users of the municipality of your locality?", The meeting lasted approximately 2 hours from 11:00 a.m. to 1:00 a.m. The participants were guaranteed confidentiality and the exclusive use of the information for research purposes

### II.- Collection of information

and its impact on the population. 2.- Separation into units, identification and classification The data show the contextual problematic situation and the recording units corroborated by the processing of Atlas ti qualitative analysis software through artificial intelligence, with the

function, even more so when



Semantic network - Processing of information developed in Atlas ti qualitative analysis software 18/08/2023

### III.- Analysis and interpretation

3.1 intention or objective: To process the information in a qualitative manner, identifying the recording units consigned in the questionnaire of open questions filled out by the participants of the sample and to adjudicate them in the study categories and reflect on the impact on the consolidation of the Sustainable Development Goals [SDGs].

#### 3.2 Data reduction

1.- Focusing and delimitation of problems The fragments described address the reflections on the various problems that appear in the deficient municipal management methodology of descriptive or open coding; method of qualitative analysis, this method searches line by line in order to discover categories that group the set of recorded information.

Codes

record

- ed
1. Delays in administrative processes, cumbersome procedures;
2. Complaints and claims
3. insufficient waste management
4. lack of infrastructure, poor condition of streets and parks; 5;
5. Poor service and attention from municipalities, bad treatment by workers;
6. Bureaucratic obstacles
7. Increase in delinquency,
8. Decrease in tourism due to the brand or image
9. General citizen dissatisfaction
10. Lack of technology
11. Deficiencies in public health and public services

Let's define the codes to better understand what we are talking about.

1. Delays in administrative processes, cumbersome procedures; refers to the amount of time it took them to be attended to at the municipality from their arrival until they received the service that mobilized them to go to the municipality. [18] 2. Complaints and grievances refers to the dissatisfaction with the service that mobilizes the user to complain verbally or to make a documented complaint through the complaints book or often through mass media.

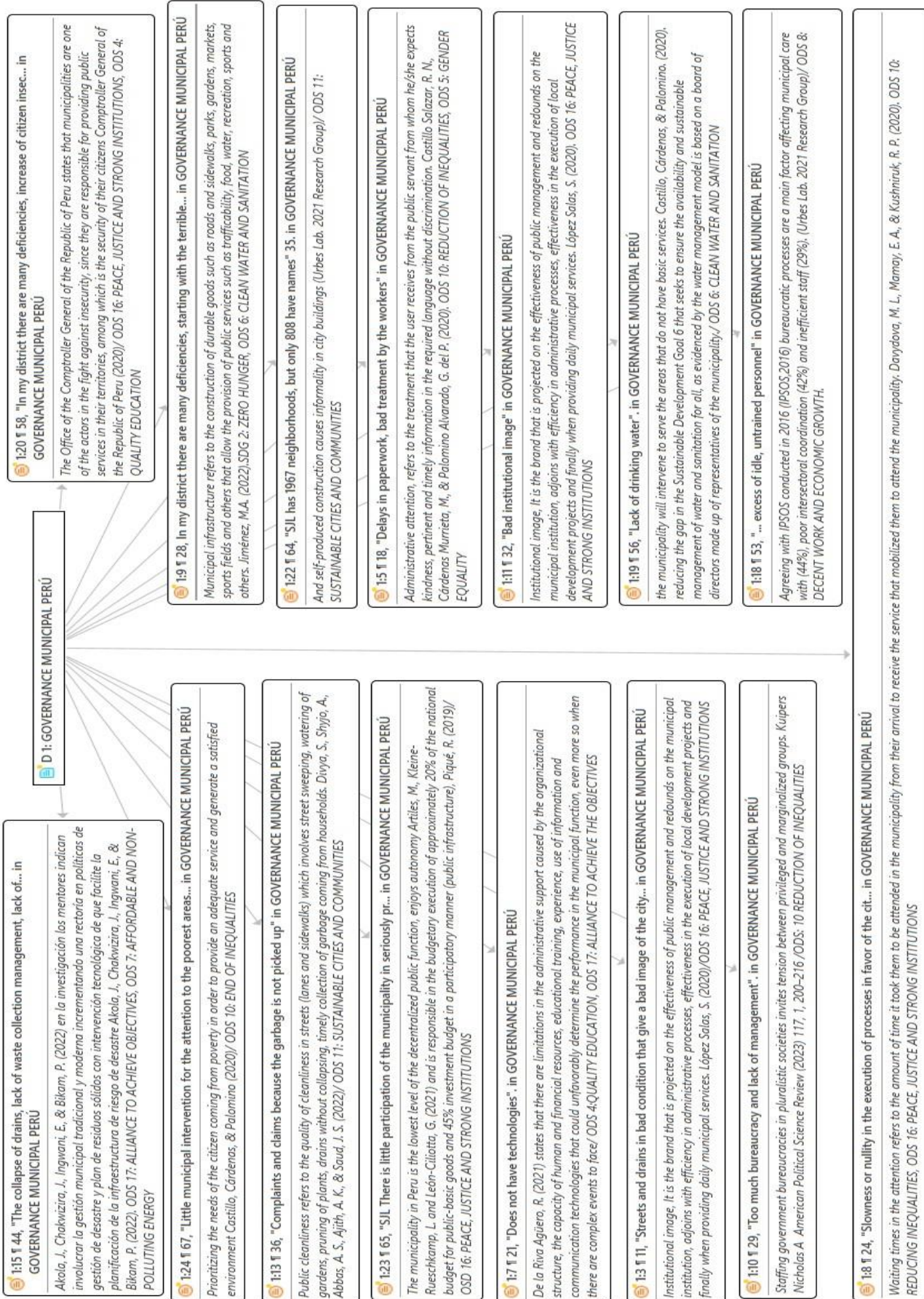
[19] 3.- Insufficient waste management; refers to poor quality of cleanliness in streets (lanes and sidewalks) which involves street sweeping, watering of gardens, pruning of plants, uncollapsed drains, timely collection of garbage from households [20]. 4. lack of infrastructure, poor condition of streets and parks; refers to the insufficient construction of durable goods such as roads and sidewalks, parks, gardens, markets, sports fields and others that allow public services such as trafficability, food provision, recreation, sports and others [21]. Although there is a public budget allocated for this purpose. Each year an amount of soles is programmed for each budget item such as payment of workers, infrastructure maintenance, public investment projects, etc. and the municipal management must execute this budget 100% showing its efficiency in public spending [22]. 5. Poor service and attention of the municipalities, poor treatment by them and timely information in the required language without discrimination. [23] 6. Bureaucratic obstacles, often caused by corruption; refers to administrative acts voluntarily aimed at obtaining personal

or group benefit by making use of the powers of the public function. [24] 7. Increase of delinquency, due to the lack of social vigilance of the municipal commune preventing delinquent actions such as gangs, robberies, assaults, kidnappings, swindles, etc., which are usually carried out in the streets of the city and that finally falls under the responsibility of the municipal police [25]. 8. Decrease in tourism due to deterioration of the institutional image reflecting low effectiveness of public management, the opposite of efficiency in administrative processes, effectiveness in the execution of local development projects and finally in providing daily municipal services [26]. Another aspect that deteriorates the image is the Informality, which refers to the economic activities coming from the informal work that surrounds the city with the appearance of street vendors passing through or invading the streets, markets, supermarkets generating disorder in the city and lack of control in the productive and business processes, as well as smuggling and counterfeiting. 9. General dissatisfaction of the citizen understood as the state of lack of plenitude where they manifest their well-being in the alignment of their personal projects in relation to their place of work and housing. [27], Thus the absence of social programs as temporary strategies that seek to satisfy a specific need in the medium or short term; Glass of milk program, neighborhood councils, etc. [28].

10. Lack of technologies in management, modern management has a very significant share in the use of information and communication technologies, a situation that puts traditional systems in check since it involves the development of technical and technological capabilities that could well overcome bureaucracy as referred by [29]. 11. Deficiencies in public health and public services; refers to the low levels of attention in basic services, each household must have access to drinking water for human consumption, external drainage facilities that allow the expulsion and transit of sewage out of the home, installation of electricity in each house. [30]. In relation to public health, it refers to the control of hospital and non-hospital diseases, this responsibility falls mainly on the Ministry of Health; however, the conditions where diseases are generated have much to do with the cleanliness of the city. In addition, there is the municipal function of granting sanitary permits for the establishment of food businesses [31].

## RESULTS

Through qualitative information processing we have analyzed the codes, defined them with definitional theoretical framework for a better understanding and subsequently established the relationship of the phenomenon with the violation of the Sustainable Development Goals [SDGs]. All this procedure was done using the Semantic Network tool with comment activation



## RESULTS

Through qualitative information processing we have anal We are in the process of obtaining additional indexing, which may require additional instructions for the final version of the refereed papers. This section will contain further information as we obtain new indexing for the proceedings.

As we have been able to see according to the Latin American Public Opinion Project (LAPOP, 2022) Peru ranks first in corruption in Latin America in the year 2022, a situation that puts it in a permanent place of risk to provide poor attention to the municipal user, Even having Peru one of the strongest economies the budget execution is not equitable, preponderating spending in order of priority in areas of the capital of the country, urban areas, rural areas, border areas and others. This situation shows non-compliance with the SDG that seeks equity in economic development, equity in public attention and care for the environment. Agreeing with IPSOS conducted in 2016 (IPSOS,2016) bureaucratic processes are a main factor affecting municipal care with (44%), poor intersectoral coordination (42%) and inefficient staff (29%). And self-produced construction causes informality in city buildings [43], an indicator that also does not guarantee security in public and private infrastructure in the municipality.

The municipal government being the lowest form of management should promote social order and development through mechanisms that facilitate the lives of the inhabitants for them enjoys budgetary autonomy [14] for which it is responsible; for this we will recall that approximately 20% of the national budget for public-basic goods and 45% investment budget (public infrastructure), [15].

In Peru, the municipality as a unit of local government is the lowest level of decentralized public function, it enjoys autonomy. According to [16] there are limitations in the administrative support caused by the organizational structure, the capacity of human and financial resources, educational training, experience, use of information and communication technologies that could unfavorably determine the performance in the municipal function, a situation that makes necessary a look of organizational change promoted by the welfare state, the quality of life, the objectives of the SDGs which are social equity, equality in the distribution of the results of economic development and the care of our first home the blueplanet environment

## AVIEW FROM THE SUSTAINABLE DEVELOPMENT GOALS

### Category delays in administrative processes

the service to citizens individually in the expected time, to society and the state, for this the e-government policy takes center stage, to serve in a timely manner, accessible to citizens in real time from home or work with friendly environments and cyber security [18], hence it is important

to make decisions in change management to overcome delays and long queues in procedures in the Piura Region, specifically in the districts of Paita, La Brea Negritos; in the Lambayeque Region to overcome the slowness in administrative processes and waste of time as well as in the Lima Region specifically the delay in procedures and mistreatment of workers, reducing the gap in the Sustainable Development Goal 16: Peace, justice and strong institutions.

### Category Inadequate waste management

[33], states that there is little disposition to select domestic biodegradable solid waste or of other nature from its origin, this being 50% of garbage production. [20]. researched on waste management to prevent overflowing of garbage containers through sensors that notify by cell phone avoiding foul odor, and diseases coming from the same; With this technology, the Piura Region, specifically the Piura district would adequately manage the collapse of drains, lack of waste collection management, and lack of storm drainage, as well as in the Lambayeque Region, specifically in the José Leonardo Ortiz and Chiclayo districts, with an adequate temporary schedule for garbage collection and in the Lima Region, in the Villa El Salvador district, the streets will be kept clean, reducing the gap in Sustainable Development Goal 11: Sustainable cities and communities.

### Category complaints and grievances

[19] states that 50% of complaints and claims refer to failures or delays in attention that manifest themselves in erroneous responses to users in the community proposing that strategies should be aimed at satisfying the internal and external customer in a participatory manner, thus implementing these endomarketing and external strategies ensures that in the Piura Region specifically Catacaos District, Lambayeque Region specifically Pimentel, José Leonardo Ortiz, Lima Region specifically, Ate, San Borja will reduce complaints and claims by improving the satisfaction of employees achieving greater participation and citizen organization, reducing the gap in Sustainable Development Goal 16: Peace justice and strong institutions.

### Category Lack of infrastructure, poor condition of parks and streets.

There is a need for control and inspection operations on informal constructions and to unblock licenses for habilitation [21]. In organizations, there is the need to implement integrated management systems in order to optimize activities and control in infrastructure formalization issue, thus the inefficiency of works with weakening of structures due to poor workmanship that represent permanent danger [34] in the Piura Region, both in the Lambayeque Region District José Leonardo Ortiz, Lima Region through control, permanent

effective execution of public works and regulation of private infrastructure construction will be achieved, as well as in the District Villa El Salvador through the control system ensures the proper use of the infrastructure of laying drinking water for the entire community and in District San Juan de Lurigancho the registration of neighborhoods that to date are not in the list of neighborhoods in the district, reducing the gap in the Sustainable Development Goal 09: industry, innovation and infrastructure.

[35] mentions that due to this evolution in citizenship, citizen demands to governments have been reinforced, requesting that the management of public resources be better and more transparent. Public entities must prioritize the needs of citizens in order to provide a service in accordance and generate a satisfied environment [45]. A budgetary policy aimed at formalizing the business sector can be implemented with the corresponding records for small and micro-enterprises or family businesses, avoiding disorder on public roads with street vendors, promoting the associativity of businesses and thus increasing the public treasury; as stated by the authors Gálvez & Vargas, organizations must have as a fundamental pillar to provide an effective service focused on the user. Decreasing the gap in the Sustainable Development Goal 1 end of poverty [36]. Category poor service and attention from municipalities, mistreatment by workers, Bureaucratic hurdles

[22] in the research mentors indicate to involve traditional and modern municipal management by increasing a stewardship in disaster management policies and solid waste plan with technological intervention of that facilitates disaster risk infrastructure planning [22]. As we know, modern management has a very significant share in the use of information and communication technologies, a situation that puts traditional systems in check since it involves the development of technical and technological capabilities that could overcome the bureaucracy presented in the Piura Region, specifically in Huarmaca District, the cumbersome procedures in the district of Paita, the slowness or nullity in the execution of processes; as [29] The staffing of government bureaucracies in pluralistic societies invites tension between privileged and marginalized groups in the Lambayeque Region, Pimentel district, and in the José Leonardo Ortiz District, delays in processes due to lack of accessibility to channels of attention, as well as the fulfillment of government plans in Pomalca [30] Likewise, in the Lima Region, Callao district, the work of advisors and workers is made more viable and effective by complying with the institutional management documents in a sustained manner. Quality is focused on providing a good service, which is why it becomes a component of satisfaction [44]. The nature of quality is often confused with respect to the attention given to customers, this occurs when the focus is more on compliance than on the customer's wishes 19 Jun.2022

[37]. Closing the gap on Sustainable Development Goal 16: Peace, justice and strong institutions

Category Overall citizen dissatisfaction

[27] Assumes that efficient municipalities base their economy on data, so much so that in Europe 120 municipalities are incorporating smart tools into their services, redesigning service delivery as it requires a digital way to deliver the service and a digital ability to receive. According to [38] organizational behavior focuses on the study of the actions performed by people in an organization and the effect that produces such behavior within it, is a way of study that seeks to find the effect of behavior that causes the individual, group of individuals and the structure in the organization, aiming to apply knowledge to find improvement in its effectiveness, the environment within public institutions to work can be pleasant or not [39]. Thus, in the Lima Region, Callao district, with training and use of information and communication technologies, salary increase according to performance will develop greater satisfaction of employees to deliver the service to the public, reducing the gap in the Sustainable Development Goal 08: Decent work and economic growth. State that economic incentives provided as part of human resources management often fall short of incentives as part of corruption; however, hiring human resources by meritocracy usually prevents corruption and performance evaluation and equal remuneration can prevent embezzlement [24]. also assumes that to prevent acts of corruption it is necessary to involve civil society organizations with a regulatory framework that helps to minimize municipal corruption [40], thus overcoming the deficient attention resulting from the use of preferential attention in the Lambayeque Region and in the Lima District Villa El Salvador Region, procedures accompanied by corruption. Reducing the gap in Sustainable Development Goal 10: Reducing inequalities.

Category Deficiencies in public health and public services.

Fabian mentions that Peru still lacks a system to improve public management that generates efficiency, good service and quality care for citizens [30]. Thus, in the Piura Region, El Alto and Chulucanas districts, the population of the poorest areas that remain without water and electricity will be served, and in the Lima Region, San Juan de Lurigancho district, the municipality will intervene to serve the areas that do not have basic services. Prioritizing the needs of the citizen from poverty to provide a service according to and generate a satisfied environment Castillo, Cárdenas, & Palomino. (2020). reducing the gap in Sustainable Development Goal 6 which seeks to ensure the availability and sustainable management of water and sanitation for all, as evidenced by the water management model is from a board of directors composed of representatives of the municipality. According to Parasuman, the quality of

service is related in an important way between the management of the service or good with what the user expects to satisfy and receive [31]. In the Lima Region in the Districts of San Juan de Lurigancho, Rimac and Ate, they express their dissatisfaction with public health issues since in the pandemic scenario that occurred in 2019 - 2022, they state

that it spread rapidly due to the negligence of the municipal apparatus in the preventive task. We could say that [32] manifest that there was no conformity between the properties of the service, as well as of the promotion made of it and the perception produced in the user by the experience of the real service in relation to how the service complies with the promoted data and if it satisfies their needs and expectations in public health issues". [39]. In such sense, their willingness to care for the user in an adequate and relevant manner differentiates each organization [41]. Decreasing the gap in Sustainable Development Goal 3: Health and well-being. In the Piura Region Piura District manifests that the inhabitants claim the food program "Glass of Milk"; however, in Villa El Salvador District they show individual factors that favor them in the recognition of the opportunities that exist in the districts, these factors come to be the previous knowledge, entrepreneurial alertness, self-efficacy and social network [28]. The main objective of this study is to analyze the characteristics of a social network, leading them to the development of innovative ventures in various sectors". It is important to analyze the characteristics of a team, to keep them in operation by stabilizing their strengths and weaknesses. Organizing, guiding and encouraging a work team is a primordial job that every leader must manage [42] thus providing quality service in municipal social programs, this being a component of satisfying Sustainable Development Goal

2: Zero Hunger. We must consider that before the pandemic caused by the year 2019 there was already a gap of attention in the communities and that until today it is manifested in inequity in the quality of life of people as stated by the United Nations Organization

[6] In addition to this according to the collection of information we can detail that in the municipalities of our sample there is a weak institutionalization reason for which the management is lost in the mission of the sustainable development objectives, and in that situation without directionality the state of well-being cannot be achieved [1] We can see that municipal management presents an important gap in the fulfillment of the agenda of the 17 SDGs and bases its sustainability on policies that could be replicated in municipal management; however, according to what we have been able to corroborate, there is dissatisfaction on the part of users in the categories of waiting time for attention, complaints and claims, public

cleanliness, municipal infrastructure, administrative attention, corruption, citizen security, institutional image, public budget, informality, labor satisfaction, basic services, public health, social programs, caused by not leaving the offices to the community, permanent, recurrent, intermittent presence of corruption that prevents the consolidation of peaceful and inclusive societies that facilitate sustainable development with transparency and justice as [5]states. The authors are committed to participatory democratic municipal governments where decisions are evaluated collectively according to the opportunity cost respecting the rule of law, human rights based on the SDGs, coinciding in part with [4] who also suggests sanctions to states that violate the rule of law, caused by negotiations that are far from the collective roadmap.

[7] states, it is necessary to transform the ecosystem through policies, social and governmental vigilance in an unwavering manner.

We agree with [8] since in pandemic scenarios public management had great challenges that were overcome since it was evidenced a lot of corruption that incidentally violated human rights, directed selection processes, distribution of food in bad conditions to the population, collaborators not prepared in the use of information and communication technologies, an uncertain public management that violated human rights and does not consolidate the objectives of sustainable development of the planet, as we have seen above according to the perception of the participants of the sample.

## CONCLUSIONS

We reflected on the impact of the following categories: delays in administrative processes, cumbersome procedures, complaints and claims, insufficient waste management, lack of infrastructure, poor condition of streets and parks, poor service and attention from municipalities, poor treatment of workers, bureaucratic obstacles, increase in crime, decrease in tourism due to the brand or image, general dissatisfaction of citizens, deficiencies in public health and public services in municipal attention in the fulfillment of the Sustainable Development Goals due to the absence of conceptualization of processes and systems with engineering vision.

The codes evaluated with Atlas. Ti software show that the population does not feel satisfied and that municipal public attention has not overcome the deficiency in the municipalities where the participants live. This situation deepens the crisis of the welfare state, where the consolidation of the Sustainable Development Goals is not perceived, such is the case of SDG 04: QUALITY EDUCATION, since the collaborators do not have personnel prepared in the use of technologies that favor a better development of their functions, SDG 06: DRINKING



WATER AND SANITATION, since in the mentioned districts there is a lack of water suitable for consumption and human use, with serious deficiencies in the facilities, poor condition of streets, parks, etc, SDG 08: DECENT WORK AND ECONOMIC GROWTH, by evidencing a tendency to hire personnel in public institutions mobilized by interests unrelated to meritocracy that guarantees the often excessive and unprepared fall in personnel, SDG 10: END INEQUALITIES where municipalities do not fulfill their competencies to intervene to provide basic services to the most disadvantaged areas of poverty or extreme poverty, another way to increase inequalities is the bureaucracy that finally ends up tiring users who for lack of economic resources do not continue with the initiated management, feeling that the state is not for them; likewise the lack of government management in local development projects. Another way of increasing inequality is the mistreatment of the workers to the users that they attend in a preferential way according to particular interests.

SDG 11: SUSTAINABLE CITIES AND COMMUNITIES is not being fulfilled by exposing the planning and management of the growth of cities, avoiding overcrowding and informal constructions that put the lives of inhabitants at risk.

SDG 16 PEACE, JUSTICE AND SOLID INSTITUTIONS is the main unfulfilled objective, as it highlights all the manifestations that widen the gap in municipal user service, such as the lack of municipal management, little citizen participation in decision making and business associativity, citizen insecurity, deteriorated institutional image that end up decreasing tourism.

It can be said that municipal public management in the 17 districts mentioned above can overcome the gap as long as it involves engineering support in the planning, execution and evaluation of public policies that obtain advantages in the categories studied and implement a modern, transparent, legitimized management with citizen participation and that transversally contains the Sustainable Development Goals to achieve the equitable distribution of the benefits of economic development, justice and social equity.

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