

New Policies on Basic Quality Conditions and Their Implications for the Licensing Process of a Public Institute in Ancash

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Abstract

The general objective of this scientific study was to explain to what extent the new policies on basic quality conditions affect the licensing process of a public institute in Ancash. The method used was the hypothetical deductive method, establishing hypotheses and testing them by statistical methods, with a quantitative approach, a non-experimental correlational causal research design with a cross-sectional approach, applied to a sample of 42 workers. The survey was used as a technique and two validated and reliable questionnaires were used as instruments, each related to its respective variable. The conclusion was that a Nagelkerke R^2 of 0.569 was obtained with a $\text{sig.} = 0.000 < 0.01$; which indicates that the new policies of basic quality conditions influence 56.9% in the licensing process of a public institute in Ancash in 2024, in addition the highest intersection value is located in regular with 45.2%, therefore, it is favorable to continue executing with the respective monitoring to achieve the proposed goals.

Keywords: New Policies of Basic Quality Conditions, Licensing Process, Institutional Management.

1. Introduction

At present, the demands of the training of professionals have caused competitive disadvantages in professionals who study in educational institutions that do not have the necessary equipment for their training, compared to students who study in institutes and/or universities that have highly qualified equipment and technology to provide support in their comprehensive training process, incorporating new basic quality policies in the higher education field and applying licensing processes for their compliance.

In the context of Costa Rica, there were no basic quality policies in the educational sector, reflecting differences in educational quality in the higher education context, private institutions invest in infrastructure and equipment that allow them to obtain advantages in the training of professionals, while public institutions lack adequate infrastructure and equipment, being a limitation that affects the students of these study centers, in order to generate a standard, the state incorporated basic quality policies, allowing students to present equal conditions and applying a licensing process (Perez, 2023).

In Chile, it was evidenced that during the 20th century there were disadvantages in higher education, some study centers presented deficiencies in infrastructure and equipment due to the absence of basic quality policies, compared to other study centers that invested in infrastructure and equipment that guarantee the necessary conditions in the training of

professionals, which led to incorporate the licensing process as a measure to equalize conditions (Jacques and Boisier, 2019). The need for licensing processes has caused higher education institutions to implement new ways to manage their resources and improve the quality of education provided to the student community (Barriga et al., 2023).

At the national level, MINEDU has been implementing and requiring all public institutes to be licensed to ensure basic quality conditions in the training of professionals, the first stage was for universities and then continued with the institutes, the purpose is to address the problem related to the quality of professionals who go out to the labor market without having the necessary conditions in their training during their stay as students, for this the new policies of basic quality conditions were an alternative to the above mentioned problem (Ríos et al., 2021).

In recent years, there has been evidence of a disadvantage in the training of professionals by some institutions that provide this service without having the necessary infrastructure and technology, causing the training of professionals with disadvantages compared to students who come from universities and institutions with relevant programs of study, updated curricula and first class infrastructure that allows them to be competitive professionals, making it necessary to incorporate the licensing process for higher education to ensure quality education according to the demands of the labor market (Martinez, 2021).

The need to have standard conditions at the higher education level led to the incorporation of new policies on basic quality conditions, forcing national and regional authorities to provide the necessary support to achieve licensing (Espino et al., 2023).

At the regional and institutional level, it has become evident that MINEDU is applying requirements in the education of the institutes through the basic conditions of quality (CBC) and the licensing process, whose objective is to verify compliance with the CBC with its relevant curricula, in order to obtain the license that authorizes its operation (Malpaso and Lapa, 2022).

On the other hand, the projects carried out in recent years to optimize the conditions described above have progressed slowly, a part has been improved, but it is still necessary to corroborate the coherence and soundness of the organization with the institutional didactic proposal, the curricula offered by the institute must be relevant to what the labor market requires, a physical infrastructure, environments, equipment to ensure the safety conditions, accessibility and habitability, not to mention the availability of management staff, hierarchical and suitable teachers to provide quality education, environments, equipment that guarantees the conditions of security, accessibility and habitability, without neglecting the availability of management personnel, hierarchical and suitable teachers to provide quality education, and with 20% of teachers with full time, achieve the results expected by the management, managing the financial part, procedures and institutional goals. If they achieve the aforementioned, graduates of these schools will be able to obtain a technical bachelor's degree, be trained in programs that respond to market needs, have faster access to the labor market, be trained with better specific skills and employability skills, ensure greater competitiveness and productivity, improving their quality of life at home with higher incomes (Góngora, 2023).

For this reason, the institutes of higher education have been making strenuous efforts with the sole purpose of achieving the long-awaited licensing, taking steps to receive training related to the construction of management documents (PEI, PAT, MAPRO, MPP and R.I), knocking on doors so that the regional authorities can give the green light for the execution of infrastructure projects submitted to the responsible entity, the environments of the institutions are being equipped with technological resources required by the study programs, with resources directly collected by the public institution.

The study is framed within the guidelines of the Sustainable Development Goals, focusing on point number four which details quality education, expressed in that all students should have

the same opportunities to develop as professionals and through the study it is possible to analyze the application of the new basic quality policies and how the analyzed institution is executing the licensing process.

The purpose of the study is to know how the new CBC policies have influenced the analyzed institution and how it has been developing its licensing process to improve the conditions of the students, equipping the institute with the requirements demanded by the Ministry of Education. The delimitation that frames the research is based on the analysis of the period 2024 and in a high school in Ancash.

The general problem is: To what extent do the new policies of basic quality conditions imply in the licensing process of a public high school in Ancash? The specific problems are: (a) What is the achieved level of the new policies of basic quality conditions and their dimensions in a public high school in Ancash, (b) What is the achieved level of the licensing process and its dimensions in a public high school in Ancash?

The general objective is presented as follows: To explain to what extent it implies the new policies of basic quality conditions in the licensing process of a public institute of Ancash. Then as specific problems: To know the level of application of the new policies of basic quality conditions and its dimensions in a public institute of Ancash, To know the level of progress of the licensing process and its dimensions of a public institute of Ancash.

An in-depth search of previous studies related to the study variables was carried out in prestigious databases such as Scopus, Scielo, DOAJ, DOAJ, Redalyc, Dialnet, Google Scholar and repositories of internationally recognized universities.

Sorribes et al. (2023) in their article formulated the objective of analyzing how the basic conditions of quality are presented and how they are linked to vocational training in the European context. Cuadernos de Investigación Educativa journal. The estimated sample was 127 documents, the results revealed that education is reflected according to the basic conditions presented by the study centers, which allows guaranteeing the quality of professionals who go out to the labor market and above all providing them with equal opportunities. The study is related because it analyzes the evolution of the CBC and expresses the positive side it presents.

Tejada (2022) developed his study with the objective of analyzing the educational service and the relationship with the institutional licensing of a higher education institution in Lima, as a result it was obtained that 75.7% are satisfied with the educational service and 70.3% consider that the institutional licensing was applied efficiently, reaching an $Rho = 0.564$ and $sig. = 0.000 < 0.05$, being considered as a significant relationship in the study, with this it is concluded that the institution is applying the educational services in a favorable way and aligned to the licensing process. The study presents a concordance with what was proposed because it analyzes the effect generated by the guidelines in the student community.

Betancourt et al. (2024) We aimed to analyze the association between food insecurity (FI) and academic performance in university students, including mental health and sleep quality (SQ), in an association model. A cross-sectional design included university students ($n = 466$, 72.5% women) from Mexico. We applied the Latin American and Caribbean Food Security Scale, the Depression Anxiety and Stress Scale (DASS-21), and the Pittsburgh Sleep Quality Index. Students self-reported their academic grading (AG) and perceptions about their academic performance. Spearman's rho and multiple logistic regression models were used. Almost half (47%) experienced some level of FI. The median AG was 95. AG was not significantly ($p > 0.05$) correlated with FI, nor with depression, anxiety, stress, and SQ.

Arjona et al. (2022) formulated the objective of analyzing quality management systems and how they are linked to educational quality in Mexico. It is located in the Scielo database. The sample consisted of 48 public institutions, as a result of which 23.0% were technological institutions, 15.0% were universities and 62.0% represented other types of institutions,

concluding that quality management is favorable for improving the training of competitive professionals with equal opportunities in the labor market. The study presents a link with what has been done because it focuses on analyzing how to improve educational quality through these quality standards and improve the training of professionals.

According to Law 30512, it is defined as the guarantee provided by the state to students of higher education institutions to provide quality training to their students, aligned with the requirements of the country and the labor demand, in addition to being articulated with the productive sector, ensuring that the professionals trained in the institutes are competitive in the labor market. According to MINEDU (2022), it is defined as the requirements that an institution must meet to guarantee students the necessary conditions for their professional training, training them in a competitive manner and with adequate environments, in addition to the necessary equipment that allows them to carry out their practical activities. According to the researcher's experience, the basic quality conditions guarantee that the training of professionals is homogeneous in all parts of the country, generating equal opportunities and conditions. On the other hand, this independent variable, when achieved, will constitute a protection device for students, their families and society as a whole.

For the argumentation of the dimensions, we take into account what is described by MINEDU (2022), which details the criteria that must be taken into account in the CBC, mentioning the following:

The first dimension is institutional management, defined as the management that is developed through strategies and continuous improvement, then it is linked to the organization of the processes for the fulfillment of the objectives, related to the institutional transparency mechanisms, it is also linked to the management staff and the various hierarchies (Infocard, 2020). During this stage, the administrative processes and the articulation of information for the fulfillment of institutional objectives are evaluated, and the fulfillment of administrative staff functions is also assessed (Paz et al., 2023).

The second dimension is lines of research, considered as one of the institutional pillars, is to promote the development of research in the student and teaching community to meet institutional goals, for which it is necessary that teachers who focus on research have the necessary experience to generate scientific knowledge in students and research products (Mohammad and Insaf, 2022). In another context, an essential pillar of CBC is to generate research in students and teachers to train competitive professionals (Calics and Ochoa, 2021).

The third dimension is academic management, which focuses on the academic training of students, evaluating the processes of professional careers and the fulfillment of their stages, in addition to analyzing the study programs, updating and improving them according to the demand of the professional market, ensuring that professionals are competent (Montero et al., 2023). The academic processes are linked to the teaching and learning provided in the institution where teachers and heads of academic areas work collaboratively (Álvarez, 2021).

The fourth dimension is physical infrastructure, environments, equipment, it refers to the physical conditions of the institutions and the maintenance that is performed, also related to the resources that are available in the teaching process, the equipment is a fundamental part of the service that guarantees the study spaces required to train competitive professionals (Vieta et al., 2024). The environments and the capacity they present are fundamental to achieve a quality service and that students receive the training expected by the institution (Vargas et al., 2022).

The fifth dimension is the availability of management personnel, which is related to the human side of the institution linked to compliance with the processes and the attention provided to students; during this stage it is important to implement training to ensure the quality of the service provided to the student (Troncoso et al., 2024). The attention and empathy provided,

related to student demand, is essential so that the educational service is provided with all the quality standards required in the training of professionals (Sandoval et al., 2022).

The sixth dimension is economic and financial foresight; one of the pillars of student education is the economic solvency and sustainability over time that institutions must present to cover the infrastructure and equipment needs of the institution's environments (Ahmmed et al., 2022). Economic resources are an important source in the educational service and guarantee that the service provided meets all the required standards (Soto, 2022).

The seventh dimension is basic complementary educational services, as a fundamental part of the CBC, it is important to have services that provide the necessary support in the training of professionals, such as monitoring graduates and evaluating their insertion in the labor market (Tippe and Soto, 2021). It is important in the training process for students to have follow-up to evaluate their professional progress, guaranteeing the educational quality provided (Arteaga et al., 2020).

The theory that supports the variable new policies of basic quality conditions focuses on the classical theory, also known as Fayolist theory, describes the institutional processes and the mechanisms of direction, control, monitoring and planning, as a source of support in the activities that are developed between the administrative areas, within this theory the worker is highlighted as the main pillar to launch positive results, likewise it is mentioned that the administration of the institutions is achieved effectively when the staff is involved with the processes that are executed in each area (Ropa and Alama, 2022). Henri Fayol's theory, also known as Classical Management, is a fundamental approach in the theory of administration and management of organizations. Fayol, a French engineer and mining manager, developed his ideas in the early 20th century and is known for contributing to the modern view of management. His most outstanding work, "Industrial and General Administration", published in 1916, establishes several principles and functions of management that are relevant to this day. Management Theory refers to a set of ideas and approaches that seek to understand and optimize the functioning of organizations. Throughout history, several theorists have contributed to this area, developing models and principles that have influenced the way companies and other entities are managed (Cepeda and Cifuentes, 2019).

Regarding the dependent variable licensing process, it is defined as the process that presents the purpose of verifying the submission of the CBC issued for higher education institutions, in addition to the evaluation of the study programs that they have, allowing to guarantee students the educational quality in their professional training (MINEDU, 2022). In the same way it is defined as the verification of institutions and documentation of higher education institutions with the aim of achieving a certification that guarantees the educational service provided to the student community and complying with the necessary conditions to provide the service (Ahumada and Sanchez, 2022).

In the study, the licensing process can be defined as the adequacy of the institutions in terms of infrastructure and equipment to ensure the necessary conditions for the training of professionals. In addition, it is considered as the fulfillment of the conditions required to guarantee the educational quality, having the necessary resources in terms of environment, technology and competitive professionals.

For the selection of the dimensions according to MINEDU (2024), it refers that the licensing process comprises two stages which are: The comprehensive evaluation stage and the resolute stage:

The first dimension considered is the comprehensive evaluation stage, defined as the analysis of compliance with the CBC, which is in charge of the DIFOID. At this stage of the licensing process, it is analyzed and verified that the technical and legal evaluation of the components, indicators and means of verification is complied with, in addition to complying with everything stipulated in the matrix of the basic quality condition. During this stage, it is

important to involve the administrative and teaching staff so that the evaluation presents the results expected by the management and licensing is achieved (MINEDU, 2024).

The second dimension considered is the resolution stage, which is the response provided by the ministerial office, where the licensing process is granted or rejected, and if observations are presented, an adaptation plan is submitted to be improved within a determined period and a new evaluation of the process is carried out (MINEDU, 2024).

The purpose of this Law No. 31653 is to amend Articles 6, 32, 35 and some paragraphs of Law No. 30512 with the sole intention of generating certain benefits to teachers at the higher technical level who for years have been working in the area in question without being able to make use of these benefits, but which currently seeks the common welfare of thousands of teachers who expect the state to meet their needs and interests.

2. Methodology

According to the type of study, it is associated with the basic Arias and Covinos (2021) define it as research that is supported by bibliographic sources that allowed the selection of information that argues the events of the analyzed problem and determines the factors involved, managing to provide an answer to the established objectives. In the study, information was sought from databases, digital and physical books that allow arguing the variables under analysis.

The study presents quantitative approach, represented by the development of numerical calculations that facilitate the argumentation of the description of the problematic and the interpretation that was developed of the events, so it is essential to follow a rigorous and objective process to ensure the validity and reliability of the results (Hernández and Mendoza, 2018). In the case of the study, the verification of the fulfillment of the objectives was developed through numerical figures that allow understanding how the problematic is presented.

The research is associated with the non-experimental causal correlational transectional design, where no variables are manipulated and no cause and effect relationships are established. In this type of design, the aim is to measure and describe phenomena or characteristics of a population at a specific time (Hadi et al., 2023). For the purposes of the study, observations will be made externally without altering the behavior of the sample.

According to the associated level is correlational - Causal, Sanchez et al. (2020), express that the studies of this level seek to know the causes and effect generated by one variable on the other, for this purpose they apply instruments and statistical methods that allowed their interpretation. In the case of the study, two instruments were proposed to evaluate the new policies of basic quality conditions and the licensing process, with which the effect generated was analyzed and the factors involved were described.

For the purposes of the study it has been estimated to consider a sample population to all administrative and teaching workers who had a minimum stay of one year in the institution, within this a number of 42 workers has been determined. When talking about population, it is conceptualized as the group of subjects that present similar characteristics and experiences on an analyzed context, who through instruments provide the necessary information to know the reality of the study (Páramo, 2018).

For the case of the study, the survey technique has been incorporated and along with it its instrument the questionnaire. The survey is a research technique that consists of collecting information or data from a sample of individuals, through the formulation of structured questions in a questionnaire. The objective of a survey is to obtain quantitative information about opinions, attitudes, behaviors or characteristics of a specific population. The surveys were applied in person.

A questionnaire is an instrument that is applied in the execution of quantitative study, where opinions are represented numerically, establishing categories to be calculated. Questionnaires can be used in research studies, surveys, evaluations or any other process that requires standardized data collection. When designing a questionnaire, it is important to consider the clarity and relevance of the questions, the order in which they are presented, the precise wording, objectivity and coherence in the formulation of the questions. It is also essential to take into account the target audience to which the questionnaire is addressed, to ensure that it is understandable and appropriate for the participants.

3. Results

Descriptive Results – Univariants

Table 1 Levels of new policies of basic quality conditions and licensing process

levels	New policies of basic quality conditions		Licensing process	
	fi	%	fi	%
deficient	14	33.3%	16	38.1%
Regular	25	59.5%	22	52.4%
efficient	3	7.1%	4	9.5%
Total	42	100.0%	42	100.0%

Note: Tabulation of instruments

According to the analysis of the variable new policies of basic quality conditions has been registered as regular with 59.5%, then the deficient level is presented with 33.3% and the efficient level with 7.1%. According to the analysis of the variable licensing process has been recorded as regular with 52.4%, then the deficient level is presented with 38.1% and the efficient level with 9.5%.

Table 2 Levels of perception of the application of the new policies of basic quality conditions and their dimensions in a public institute of Ancash

Dimensions and variable	deficient		Regular		efficient		Total	
	fi	%	fi	%	fi	%	fi	%
D1: Institutional management	17	40.5%	22	52.4%	3	7.1%	42	100.0%
D2: Lines of research	15	35.7%	19	45.2%	8	19.0%	42	100.0%
D3: Academic management	17	40.5%	17	40.5%	8	19.0%	42	100.0%
D4: Physical infrastructure, environments and equipment	17	40.5%	18	42.9%	7	16.7%	42	100.0%
D5: Staff availability	18	42.9%	18	42.9%	6	14.3%	42	100.0%
D6: Economic and financial forecasting	17	40.5%	19	45.2%	6	14.3%	42	100.0%
D7: Basic complementary educational services	17	41.5%	20	48.8%	4	9.8%	41	100.0%

Vi: New policies of basic quality conditions	14	33.3%	25	59.5%	3	7.1%	42	100.0%
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Note: Tabulation of instruments

According to the analysis obtained from the perception of workers on the new policy variable of basic conditions of quality, it is taken as evidence that the institutional management dimension presents a regular level with 52.4%, then it was detected as deficient with 40.5%, followed it was evidenced at the efficient level with 7.1%. Regarding the valuation given to the research lines dimension, it was perceived that they are executed regularly at 45.2%, followed by the deficient level with 25.7%, then the efficient level was characterized with 19.0%. Regarding the analysis of the academic management dimension was perceived with 40.5%, then it was detected at the deficient level with 40.5% and the efficient level was recorded with 19.0%. In accordance with the analysis of the dimension physical infrastructure, environments and equipment was presented as regular with 42.9%, then to the deficient level with 40.5% and the efficient level was presented with 16.7%. Regarding the availability dimension of the staff is perceived as regular with 42.9%, then recorded at the deficient level with 42.9% and the efficient level is recorded with 14.3%. For the economic and financial forecast dimension I present an analysis of the regular level with 45.2%, then it is recorded at the deficient level with 40.5% and the efficient level is found with 14.3%. Regarding the evidenced for the dimension basic complementary educational services is presented as regular with 46.3%, then it is perceived as deficient with 41.5% and the efficient level is found with 12.2%. According to the analysis of the variable new policies of basic quality conditions has been registered as regular with 59.5%, then the deficient level is presented with 33.3% and the efficient level with 7.1%.

Table 3 Levels of perception of the progress of the licensing process and its dimensions of a public institute of Ancash

Dimensions and variable	deficient		Regular		efficient		Total	
	fi	%	fi	%	fi	%	fi	%
D1: Comprehensive Assessment Stage	16	38.1%	20	47.6%	6	14.3%	42	100.0%
D2: Resolution stage	17	40.5%	24	57.1%	1	2.4%	42	100.0%
VD: Licensing process	16	38.1%	22	52.4%	4	9.5%	42	100.0%

Note: Tabulation of instruments

According to the analysis obtained from the perception of the workers on the variable licensing process, it is taken as evidence that the integral evaluation stage dimension presents a regular level with 47.6%, then it was detected as deficient with 38.1%, followed it was evidenced at the efficient level with 14.3%. Regarding the assessment given to the resolution stage dimension, it was perceived that they are executed regularly at 57.1%, followed by the deficient level with 40.5%, then the efficient level was characterized with 2.4%. According to the analysis of the variable licensing process has been recorded as regular with 52.4%, then the deficient level is presented with 38.1% and the efficient level with 9.5%.

Inferential or Bivariate Results

Table 4 Influence of the new policies of basic quality conditions on the licensing process

			VD: Licensing process			Total
			deficient	Regular	efficient	
VI: new policies of basic quality conditions	deficient	N	12	2	0	14
		%	28,6%	4,8%	0,0%	33,3%
	Regular	N	4	19	2	25
		%	9,5%	45,2%	4,8%	59,5%
	efficient	N	0	1	2	3
		%	0,0%	2,4%	4,8%	7,1%
Total		N	16	22	4	42
		%	38.1%	52.4%	9,5%	100.0%

Ordinal linear regression

model	Logaritmo de la verosimilitud -2	Chi-cuadrado	gl	Sig.	R ² Nagelkerke
Intersection Only	37,341	27,526	2	,000	,569
End	9,815				

Note: Tabulation of instruments

The findings obtained have shown that 45.2% representing 19 professionals of the institution consider that the new policies of basic quality conditions (NPCBC) is regularly perceived, demonstrating a regular relationship with the licensing process, then it was shown that the 28.6% corresponding to 12 professionals were of the opinion that the NPCBC are executed poorly, related to poor management of the licensing process and 4.8% representing 2 professionals were of the opinion that the NPCBC is developed efficiently, related to efficient management of the licensing process.

According to the likelihood ratio test, it has reflected a significance of $0.000 < 0.01$ which corroborates that the NPCBC is highly significant to the licensing process, to this added the impact generated by the value of R^2 Nagelkerke of 0.569 indicating that there is an implication of 56.9% of the NPCBC in the licensing process, therefore, it is favorable that it continues to be executed with the respective monitoring to achieve the proposed goals.

4. Discussion

Regarding the evidence for the general objective: Explain to what extent the new policies of basic quality conditions involve the licensing process of a public institute in Ancash. The findings obtained have shown that 45.2% representing 19 professionals of the institution consider that the new policies of basic quality conditions (NPCBC) are perceived regularly, demonstrating a regular relationship with the licensing process, then it was shown that 28.6% corresponding to 12 professionals believed that the NPCBC are executed poorly, related to poor management of the licensing process and 4.8% representing 2 professionals believed that the NPCBC is developed efficiently, related to efficient management of the licensing process. According to the likelihood ratio test, it has reflected a significance of $0.000 < 0.05$, which corroborates that the NPCBC are highly significant to the licensing process, added to the impact generated by the Nagelkerke R value of 0.569 indicating that there is an implication of 56.9% of the NPCBC in the licensing process, therefore, it is favorable that it continues to be executed with the respective monitoring to achieve the proposed goals.

This is developed because maintaining continuous improvement allows establishing minimum quality conditions ensures that institutions and companies constantly work on improving their services and products, which can increase end-user satisfaction, in addition, the Claros standards focus on the definition of basic criteria helps entities understand what is expected of

them, which facilitates the implementation and compliance with regulations. What was found is in agreement with Tejada (2022) developed his study with the aim of analyzing the educational service and the relationship with the institutional licensing of a higher education institution in Lima, as a result it was obtained that 75.7% are satisfied with the educational service and 70.3% consider that the institutional licensing was applied efficiently, reaching a $Rho = 0.564$ and $sig. = 0.000 < 0.05$, considered as a significant relationship in the study, with this it is concluded that the institution has been applying educational services favorably and aligned with the licensing process. The study is consistent with what was proposed because it analyses the effect that the guideline generates in the student community.

Regarding the theoretical basis of the new policies on basic quality conditions, according to Law 30512, it is defined as the guarantee that the state provides to students of higher institutes to provide quality training to their students, aligned with the country's requirements, the labor demand, in addition to being articulated with the productive sector, ensuring that professionals trained in the institutes are competitive in the labor market. According to MINEDU (2022), it is defined as the requirements that an institution must meet to guarantee students the necessary conditions in their professional training, training them competitively and with adequate environments, in addition to the necessary equipment that allows them to carry out their practical activities. According to the researcher's experience, basic quality conditions guarantee that the training of professionals is homogeneous in all parts of the country, generating equal opportunities and conditions. On the other hand, this independent variable that when achieved will constitute a protection device for students, their families and society as a whole.

Regarding the specific objective: To know the level of application of the new policies of basic quality conditions and their dimensions in a public institute in Ancash. According to the analysis obtained from the perception of the workers on the variable new policy of basic quality conditions, it is evident that the institutional management dimension presents a regular level with 54.8%, then it was detected as deficient with 35.7%, followed by the efficient level with 9.5%. Regarding the assessment given to the research lines dimension, it was perceived that they are executed regularly at 45.2%, followed by the deficient level with 25.7%, then the efficient level was characterized with 19.0%. Regarding the analysis of the academic management dimension, it was perceived with 40.5%, then the deficient level was detected with 40.5% and the efficient level was recorded with 19.0%. In accordance with the analysis of the physical infrastructure, environments and equipment dimension, it was presented as regular with 42.9%, then at the deficient level with 40.5% and the efficient level was presented with 16.7%. Regarding the staff availability dimension, it is perceived as regular with 42.9%, then it is recorded as deficient with 42.9% and the efficient level is recorded with 14.3%. For the economic and financial forecast dimension, I present an analysis of the regular level with 45.2%, then it is recorded as deficient with 40.5% and the efficient level is found with 14.3%. Regarding the evidence for the basic complementary educational services dimension, it is presented as regular with 46.3%, then it is perceived as deficient with 41.5% and the efficient level is found with 12.2%. According to the analysis of the variable new policies on basic quality conditions, it has been recorded as regular with 59.5%, then the deficient level is presented with 33.3% and the efficient level with 7.1%.

Transparency is important in what was recorded, mentioning that these policies promote transparency in the licensing processes, which generates trust among users and the community in general, by guaranteeing that institutions operate under recognized standards, adding that quality policies can increase the competitiveness of the sector, since, by promoting continuous improvement, innovation and efficiency are encouraged. The findings are consistent with Arjona et al. (2022) whose objective was to analyze quality management systems and how they are linked to educational quality in Mexico. It is located in the Scielo database. The

sample was made up of 48 public institutions, as a result it was obtained that 23.0% were technological, 15.0% universities and 62.0% represented other types of institutions, concluding that quality management is favorable to improve the training of competitive professionals with equal opportunities in the labor market. The study is related to what has already been done because it focuses on analyzing how educational quality is improved through these quality standards and improving the training of professionals.

Classical Theory has laid the groundwork for the development of many other theories and approaches in management. Although some of its ideas have been criticized and evolved over time, its fundamental principles are still applied in many contemporary organizations. The search for efficiency, the importance of a clear organizational structure, and the need for standardized procedures are concepts that remain relevant in the field of management today. Human Relations Theory represented a significant change in the way management is approached, by placing a strong emphasis on the human side of organizations. Its legacy persists in the way organizations are managed today, reflecting the importance of understanding and valuing people as the greatest asset of any company (Cepeda and Cifuentes, 2019).

Regarding the specific objective: To know the level of progress of the licensing process and its dimensions of a public institute in Ancash. According to the analysis obtained from the perception of the workers on the licensing process variable, it is evident that the comprehensive evaluation stage dimension presents a regular level with 47.6%, then it was detected as deficient with 38.1%, followed by the efficient level with 14.3%. Regarding the assessment given to the resolution stage dimension, it was perceived that they are executed regularly at 57.1%, followed by the deficient level with 40.5%, then the efficient level was characterized with 2.4%. According to the analysis of the licensing process variable it has been recorded as regular with 52.4%, then the deficient level is presented with 38.1% and the efficient level with 9.5%.

The evidence allows us to mention that training and capacity building is important for institutions because many times, the implementation of these policies implies training for staff, which contributes to the professional development and expertise of the team. The findings are consistent with Sorribes et al. (2023) in their article formulated as an objective to analyze how the basic conditions of quality are presented and how it is linked to vocational training in the European context. Cuadernos de Investigación Educativa Journal. The estimated sample was 127 documents, the results revealed that education is reflected according to the basic conditions presented by the study centers, which allows guaranteeing the quality of professionals who enter the labor market and, above all, providing them with equal opportunities. The study is related because it analyzes the evolution of the CBC and expresses the positive side that it presents.

Organizational Behavior Theory provides a comprehensive framework for understanding the human dynamics that influence the effectiveness and functioning of organizations. As the work environment continues to evolve, the importance of studying and applying these principles becomes even more critical to organizational success. The study of organizational behavior is essential to creating more effective and satisfying work environments. Organizations that understand and apply the principles of this theory are more likely to have motivated, engaged employees who are able to collaborate effectively and better adapt to changes in the environment.

5. Conclusions

In the general objective, the new policies of basic quality conditions influence 56.9% in the licensing process by presenting a highly significant impact ($\text{Sig.}=0.000<0.01$; R^2 Nagelkerke of 0.569), in addition the highest intersection value is located in regular with 45.2%, therefore,

it is favorable that it continues to be executed with the respective monitoring to achieve the proposed goals to maintain a comprehensive approach has the potential to positively transform various sectors, promoting more sustainable and equitable development in society, supported by the basic quality conditions established by licensing.

In specific objective 1, the analysis of the variable new policies on basic quality conditions has been recorded as regular with 59.5%, then the deficient level is presented with 33.3% and the efficient level with 7.1%, its dimensions present their highest score at the regular level, referring to the fact that the new policies on basic quality conditions are essential to guarantee that the services and products offered comply with minimum standards that benefit both institutions and users.

In specific objective 2, the analysis of the licensing process variable has been recorded as regular with 52.4%, then the deficient level is presented with 38.1% and the efficient level with 9.5%, its dimensions present their highest score at the regular level, mentioning that the institutional licensing process not only ensures that entities comply with minimum quality standards, but also promotes transparency, competitiveness and continuous improvement.

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