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Procurement of goods and services and administrative management of a public hospital in Lima

Adquisición de bienes y servicios y la gestión administrativa en Hospital Público de Lima

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Abstract

The research responded to the problem: How does the procurement of goods and services relate to the administrative management of the Hospital Guillermo Almenara Irigoyen-ESSALUD in Lima, year 2022? The approach is quantitative, basic, descriptive and correlational. The Guillermo Almenara-ESSALUD National Hospital was the subject of the study, and 30 managers of the Institution were the research subjects, to whom a survey was applied via two validated and reliable questionnaires. The results were presented organized in descriptive and inferential analysis where, by testing the general hypothesis, the absence of a relationship between the variables *acquisition of goods and services and administrative management* was established. It was recommended that mechanisms be sought to articulate the variables under study in order to benefit the users of the health care service.

Keywords: contract, supplier, transparency, public management.

Resumen

La investigación respondió al problema ¿De qué manera la adquisición de bienes y servicios se relaciona con la gestión administrativa en el Hospital Guillermo Almenara Irigoyen-ESSALUD de Lima, año 2022?, siendo de enfoque cuantitativo, de tipo básica, de nivel descriptivo correlacional, siendo el Hospital Nacional Guillermo Almenara-ESSALUD sujeto de estudio, y los sujetos de investigación 30 directivos de la institución, a los que se sometió a encuesta vía dos cuestionarios validados y confiables. Los resultados se presentaron organizados en análisis descriptivo e inferencial donde, mediante la prueba de la hipótesis general, se estableció ausencia de relación entre las variables *adquisición de bienes y servicios y la gestión administrativa*. Se recomendó la búsqueda de mecanismos de articulación de las variables en estudio con la finalidad de beneficiar a los usuarios del servicio prestacional de salud.

Palabras clave: contrato, proveedor, transparencia, gestión pública.

INTRODUCTION

Peru is implementing a new government procurement system that is more agile and aims to reduce corruption at this level and improve the quality of service to users. This fact motivated the present investigation, whose purpose was to contribute to know and describe a set of distortions occurred in the stages of the contracting process of goods and services in the National Hospital Guillermo Almenara Irigoyen-ESSALUD (HNGAI-ESSALUD), with undesirable consequences in the budgetary management and failures in the quality of attention to the user, which damages the institutional image due to its wide media diffusion. The study was justified in the identification of the relationships between the procurement of goods and services and the administrative management, to learn about changes in procurement and to characterize the administrative management in the development of new data collection instruments, to learn how purchases are made at HNGAI-ESSALUD, and its relationships with the administrative management. The general objective of the study was to determine the relationship between the acquisition of goods and services and administrative management of the HNGAI-ESSALUD in Lima, year 2022. The general hypothesis was that there is a direct and significant relationship between the acquisition of goods and services and administrative management in the HNGAI- ESSALUD in Lima, year 2022.

MATERIAL AND METHODS

The study had a quantitative approach, of a basic or fundamental type, and a descriptive correlational level that included two study variables. It considered the hypothetical-deductive method and the statistical method. The research was non-experimental, of cross-sectional design correlated ex post-facto. The population was the sum of all managers and the sample was non-probabilistic of census design in number of 30.

The techniques used were observation of the behavior and attitudes of those responsible for the procurement processes of goods and services of HNGAI-ESSALUD, and two surveys applied to the institution's managers responsible for purchasing. The instruments were two reliable questionnaires validated by the judgment of three experts, based on the Cronbach's Alpha test of 0.900 for the variable Procurement of goods and services, and 0.840 for the variable Administrative Management. The data did not follow a normal distribution, which determined that the Spearman interdependence measure be used for hypothesis testing. The data obtained were processed in Microsoft Excel and IBM SPSS Statistics, v 25.0.

RESULTS

Descriptive analysis

The data obtained was organized according to the Rensis Likert scale:

1 = Always; 2 = Almost always; 3 = Sometimes; 4 = Hardly ever; 5 = Never

Variable: Procurement of goods and services.

Table 1.
Planning of recruitment

Items	Always		Almost always		Sometimes		Almost never		Never		TOTAL
	Fi	%	Fi	%	Fi	%	Fi	%	Fi	%	
1	26	87	4	13	0	0	0	0	0	0	30
2	2	7	7	23	16	53	5	17	0	0	30
3	20	67	10	33	0	0	0	0	0	0	30
4	5	17	5	17	15	50	5	17	0	0	30
Prom	13	44	7	22	8	26	3	8	0	0	30

ATTITUDE

Based on a statistical report

In the general perspective (Table 1), it appears that the entity always plans its recruitments (44%), while 22% said that it does so almost always. In addition, a majority (66%) reported a favorable attitude in this regard.

Table 2.
Preparatory actions

Items	Always		Almost always		Sometimes		Almost never		Never		TOTAL
	Fi	%	Fi	%	Fi	%	Fi	%	Fi	%	
5	25	83	5	17	0	0	0	0	0	0	30
6	21	70	5	17	4	13	0	0	0	0	30
7	0	0	5	17	23	77	1	3	1	3	30
8	27	90	3	10	0	0	0	0	0	0	30
Prom	18	61	5	15	7	23	0	1	0	1	30

ATTITUDE

Based on a statistical report

Table 2 shows that 61% of those consulted considered that preparatory actions for the procurement of goods and services are always carried out, and 23% stated that it is sometimes done, which adds up to a trend of 84% of the managers who accepted as appropriate the performance of these actions.

Table 3.
Selection of bidders

Items	ATTITUDE										TOTAL
	Always		Almost always		Sometimes		Almost never		Never		
	Fi	%	Fi	%	Fi	%	Fi	%	Fi	%	
9	19	63	11	37	0	0	0	0	0	0	30
10	5	17	12	40	10	33	3	10	0	0	30
11	6	20	5	17	14	47	5	17	0	0	30
12	8	27	9	30	5	17	5	17	3	10	30
Prom.	10	32	9	31	7	24	3	11	1	3	30

Based on a statistical report

The integral analysis (Table 3) shows that 32% of the respondents were of the opinion that the selection of bidders is always carried out, while 31% stated that it is almost always done, which shows a clear trend (63%) towards compliance with these rules.

Table 4.
Contract execution

Items	ATTITUDE										TOTAL
	Always		Almost always		Sometimes		Almost never		Never		
	Fi	%	Fi	%	Fi	%	Fi	%	Fi	%	
13	20	67	10	33	0	0	0	0	0	0	30
14	20	67	10	33	0	0	0	0	0	0	30
15	5	17	5	17	15	50	5	17	0	0	30
16	20	67	10	33	0	0	0	0	0	0	30
Prom.	16	54	9	29	4	13	1	4	0	0	30

Based on a statistical report

The general survey (Table 4) shows that 54% of the managers always execute contracts satisfactorily, 29% do so almost always, and 13% only execute them sometimes.

Variable: Administrative management.

Table 5.
Planning

Items	ATTITUDE										TOTAL
	Always		Almost always		Sometimes		Almost never		Never		
	Fi	%	Fi	%	Fi	%	Fi	%	Fi	%	
1	1	3	19	63	10	33	0	0	0	0	30
2	2	7	8	27	14	47	6	20	0	0	30
3	0	0	10	33	19	63	1	3	0	0	30
4	16	53	13	43	1	3	0	0	0	0	30
Prom.	5	16	13	42	11	37	2	6	0	0	30

En base a reporte estadístico

En la perspectiva total de resultados para esta dimensión (Tabla 5) se encontró que solamente el 16% de los directivos opinó que siempre se planifica el futuro de la entidad, lo que tiene correlato con el 42% de opinión que casi siempre lo hacen, lo que suma un 58% que valida la realización de la planificación institucional.

Table 6.
Organization

Items	ATTITUDE										TOTAL
	Always		Almost always		Sometimes		Almost never		Never		
	Fi	%	Fi	%	Fi	%	Fi	%	Fi	%	
5	6	20	24	80	0	0	0	0	0	0	30
6	6	20	8	23	17	57	0	0	0	0	30
7	12	40	18	60	0	0	0	0	0	0	30
8	11	37	18	60	1	3	0	0	0	0	30
Prom.	9	29	17	56	5	15	0	0	0	0	30

Based on a statistical report

In the total perspective of results for this dimension (Table 5), it was found that only 16% of the managers thought that they always plan for the future of the entity, which correlates with the 42% of opinion that they almost always do so, which adds up to 58% that validates the implementation of institutional planning.

Table 7.
Management

Items	ATTITUDE										TOTAL
	Always		Almost always		Sometimes		Almost never		Never		
	Fi	%	Fi	%	Fi	%	Fi	%	Fi	%	
9	7	23	19	63	4	13	0	0	0	0	30
10	4	13	16	53	10	33	0	0	0	0	30
11	18	60	6	20	5	17	1	3	0	0	30
12	0	0	3	10	22	73	5	17	0	0	30
Prom.	9	30	5	15	14	45	3	10	0	0	30

Based on a statistical report

Regarding the overall vision of the management function (Table 7), 30% of respondents stated that institutional management is always good, while 15% considered that management is only almost always good.

Tabla 8.
Control

Items	ATTITUDE										TOTAL
	Always		Almost always		Sometimes		Almost never		Never		
	Fi	%	Fi	%	Fi	%	Fi	%	Fi	%	
13	9	30	15	50	6	20	0	0	0	0	30
14	11	37	18	60	1	3	0	0	0	0	30
15	15	50	15	50	0	0	0	0	0	0	30
16	5	17	22	73	3	10	0	0	0	0	30
Prom.	10	33	19	62	2	5	0	0	0	0	30

Based on a statistical report

Following the general evaluation of the control function (Table 8), it was found that 33% of respondents considered that the control function is always adequate, while 62% responded that it is almost always adequate.

Inferential analysis

It was determined that the data did not follow a normal distribution, so it was decided to use Spearman's statistic (ρ, rho) to test the hypotheses, whose results are presented below:

General Hypothesis

The Spearman's measure of interdependence was r= 0.050, which indicates a weak positive correlation. The p-value was 0.794 which, being greater than 0.05, suggests accepting the Ho as true, denying the significant relationship between the procurement of goods and services and the administrative management in the HNGAI-ESSALUD of Lima.

Hypothesis 1

The Spearman's measure of interdependence r= 0.284 suggested a low correlation in a positive sense. The p-value of 0.128 exceeded 0.05, which indicated the acceptance of the Ho as true, negating the significant correlation between procurement planning and control in the HNGAI-ESSALUD of Lima.

Hypothesis 2

The Spearman interdependence measure r= 0.111 for hypothesis 2 reflected a weak positive correlation. The p-value of 0.558 was higher than 0.05, which allowed us to accept the Ho as true, negating the significant relationship between preparatory actions and planning in the HNGAI-ESSALUD of Lima.

Hypothesis 3

The Spearman interdependence measure r= -0.105 for hypothesis 3 showed a weak negative correlation. The p-value of 0.581 was greater than 0.05, which indicated that the Ho was accepted as true, negating the significant relationship between bidder selection and organization at the HNGAI- ESSALUD of Lima.

Hypothesis 4

The Spearman's interdependence measure r=-0.091 for hypothesis 4 reflected a weak correlation in a negative sense. With a p-value of 0.632, this exceeds 0.05, which means that the Ho is accepted as true, negating the significant relationship between contractual execution in the HNGAI-ESSALUD in Lima.

DISCUSSION

The Spearman's measure of interdependence (ρ, rho) for testing the hypotheses gave the following results:

The testing of the general hypothesis resulted in the absence of a direct and statistically significant association between the process of acquiring goods and services and administrative management at the HGAI-ESSALUD in Lima (r = 0.050 and p-value = 0.794). This implies that, in the observed reality, despite the adequacy of the entity's procurement and contracting system (Supreme Decree No. 082-2019-EF, the State Procurement Law and its regulations)—which was designed to contribute to the country's economic and social development and meet the population's needs—issues persist. Coaguila (2018) confirmed deficiencies in the administrative purchasing process due to poor administrative management, which caused medicine shortages as reported by Paz (2017). Farro (2018) contradicted these findings, as did Barrera (2021) in Ecuador. Malagón-Londoño, Pontón, and Galán (2008) assert that hospitals face high operating costs and low state budgets. They recommend avoiding state subsidies and transitioning to economic self-sufficiency. Furthermore, administrative management must strictly comply with regulations, be effective, efficient, safe, cost-reducing, and timely (Caldas et al., 2017).

Testing hypothesis 1 revealed that there is no direct and significant correlation between procurement planning and control in the HNGAI in Lima (r= 0.284 and p-value = 0.128). This result is attributed to the lack of coordination observed in the unidimensional analysis, where a high percentage of respondents expressed that the institution always plans its procurements, ensuring the proper receipt of goods, services, and consulting work. However, a lack of correlation was identified with the behavior of the control dimension, assessed as unsatisfactory, and with the insufficient rational decision-making regarding resource use, despite the support offered by Supreme Decree No. 344-2018-EF (2018). Similarly, Coaguila (2018) found that at Guillermo Almenara Hospital, there were flaws in the purchasing process causing shortages of medications due to poor planning. Conversely, Paita et al. (2020), from Peru, indicated the presence of planning and a structured framework in their entity for public procurement and contracting, which is ensured by the presence of internal controls.

The test of hypothesis 2 indicates the absence of a significant relationship between preparatory actions and planning at the HNGAI in Lima (r= 0.111 and p-value = 0.558), which is reaffirmed in the univariate analysis in which 76% of respondents considered that preparatory actions are always and almost always carried out prior to acquisition. In contrast, the disarticulation with planning occurs in that only 16% of respondents were of the opinion that procurement was always planned, which contradicts Batalla (2018) who found that preparatory actions for contracting goods and services in the Province of Santa Fe mean a valuable public policy instrument. These results were supported by Saba (2021) in Lima, who found relevance of the preparatory acts performed by the institution for contracting. Both agree with what was written by Malagón-Londoño et al. (2008) who assume that behind the planning there should be a good administrative performance, coinciding with the Ministry of Justice (2017), for whom the preparatory actions should support the selection procedure, after the approval of the Annual Contracting Plan.

The testing of hypothesis 3 shows that there is no significant correlation between the selection of bidders and the organization of the HNGAI of Lima (r= -0.105 and p-value = 0.581), explained by the weak negative relationship between the variables, reflected in the fact that always and almost always (63% of respondents) think that the selection of bidders is carried out. On the other hand, in the analysis of the organization of the entity, the managers rate it as regular. In the same sense is found by Duarte (2021) in Chile, where the Chilean regulatory change (organizational) for public procurement affected the companies, 69% of which said that the current regulations do not facilitate business participation and that there are strong barriers to participate in selection processes.

In order to connect these two variables, it is required to act as indicated by the Ministry of Justice (2017), and, as established by Robbins and Coulter (2010), to provide the entity with a modern organizational structure that support and facilitate the work of collaborators.

After testing hypothesis 4, it was determined that there was no significant correlation between contract execution and the management function in the HNGAI of Lima (r= -0.91 and p-value = 0.632). This result is explained by the univariate behavior where 54% of the managers always executed the contracts efficiently, refusing to contract in the event of the disappearance of the need, complying with the contractual execution deadlines. Sin embargo, ello no se articula con el desempeño de la dirección de la entidad, que solo a veces es apropiada (opinión de la mayoría, 45%), lo que encuentra explicación en Astudillo (2021) de Guayaquil donde el valor de correlación positiva es fuerte entre tales variables, siendo que Madrid (2021) en la Universidad Técnica de Machala, atribuye este déficit al componente demora de los procesos. El Decreto Supremo Nº 344- 2018-EF establece que una vez otorgada la buena pro la institución debe contratar, pero ello es realizable con una buena dirección, la que según Ruiz (2021) debe sustentarse en la coordinación de los elementos humanos y la presencia de un responsable con autoridad.

CONCLUSIONS

Objetivo general: Determinar la relación entre la adquisición de bienes y servicios y la gestión administrativa en el Hospital Guillermo Almenara Irigoyen-ESSALUD de Lima, año 2022. Del contraste de la hipótesis general, no se encontró relación significativa entre las variables adquisición de bienes y servicios y la gestión administrativa. La medida de interdependencia de Spearman fue r= 0,050 que indica una débil correlación de sentido positivo. El p-valor es de 0,794 mayor a 0,05, manda aceptar la Ho como cierta, la no relación significativa entre la adquisición de bienes y servicios y la gestión administrativa en el HNGAI de Lima, siendo independiente el comportamiento de ambas variables.

Objetivo específico 1: Determinar la relación entre la planificación de las contrataciones y el control en el Hospital Guillermo Almenara Irigoyen-ESSALUD de Lima, año 2022; La hipótesis específica 1, resultó con Spearman r= 0,284, indicador de baja correlación de sentido positivo, con p-valor de 0,128, mayor a 0,05, por lo que se acepta la Ho como cierta, no habiendo correlación significativa entre la planificación de las contrataciones y el control en el Hospital Guillermo Almenara Irigoyen-ESSALUD de Lima.

Objetivo específico 2: Establecer la relación entre las actuaciones preparatorias y la planificación en el Hospital Guillermo Almenara Irigoyen-ESSALUD de Lima, año 2022; La hipótesis específica 2, al contraste dio como medida de interdependencia de Spearman r= 0,111, indicadora de una correlación débil de sentido positivo, con p-valor es de 0,558 que es mayor a 0,05, lo que indica aceptar la Ho como cierta, no habiendo relación significativa entre las actuaciones preparatorias y la planificación en el Hospital Guillermo Almenara Irigoyen-ESSALUD de Lima.

Objetivo específico 3: Determinar la relación entre la selección de postores y la organización en el Hospital Guillermo Almenara Irigoyen-ESSALUD de Lima, año 2022. La hipótesis específica 3 resultó en una medida de interdependencia de Spearman r=-0,105, evidencia de una correlación débil de sentido negativo, y el p-valor de 0,581 que es mayor a 0,05, lo que autoriza aceptar la Ho como cierta, no habiendo relación significativa entre la selección de postores y la organización en el Hospital Guillermo Almenara Irigoyen-ESSALUD de Lima.

Objetivo específico 4: Establecer la relación entre la ejecución contractual y la dirección en el Hospital Guillermo Almenara Irigoyen-ESSALUD de Lima, año 2022; a partir de ella, se planteó la hipótesis específica 4, en la que la prueba dio como medida de interdependencia de Spearman r= -0,091 para la hipótesis 4, el que indica una correlación débil de sentido negativo. Además, el p-valor es de 0,632 que supera el 0,05, lo que sugiere aceptar la Ho como cierta, negándose la relación significativa entre la ejecución contractual y la función de dirección en el Hospital Guillermo Almenara Irigoyen-ESSALUD de Lima.

Contribución de los autores:

César Antonio Jara Ortíz: Elementos teóricos, análisis, metedología, recursos, escritura inicial y final.

Carmen Elvira Rosas Prado: Curación de datos, análisis, metodología, validación y escritura final.

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