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## REVIEW: IMPROVEMENT PROCESSES IN THE ORGANIZATIONAL CONTEXT OF INSTITUTIONS PROVIDING EDUCATIONAL SERVICES.

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### ABSTRACT

At present, educational processes are the main axis of institutional development, through these a range of paradigms or beliefs that provide a fundamental knowledge base to drive activities in training environments are sheltered; the design of new scenarios is directly related to the strategic direction that is infused in these contexts, in this way institutions develop continuous improvement programs in order to reorganize their services. Today societies are subject to a more connected and amplified educational interaction, where people build new knowledge and relationships that promote learning subject to individual and collective realities that value or devalue the transferred contents. The purpose of this research is to socialize the results determined through a documentary research, about the strategies that improve the processes in educational institutions and that generate large-scale transformations; for this purpose, it was important to review conceptions of studies carried out by experts, investigating their conclusions and the pragmatic way in which they express the different case studies. The content of this article describes, through relevant information, fundamental aspects for the improvement of educational processes.

*Keywords: Management, Training, schooling, Education, Services.*

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### 1. INTRODUCTION

In this document, information analyzed about beliefs that can function as key assets for the improvement of quality in education is socialized; educational institutions are called to be promoters of improvement processes through administrative management and thus develop better structured training activities aimed at standardized teaching/learning processes and aligned with policies of the Ministry of Education in Colombia. This work had the purpose of understanding fundamental aspects for organizational transformation, which is why the researcher oriented the studies to understand, for example, the importance of information and communication technologies (ICT) as indispensable elements in any organization, which must be managed in the best possible way.

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### 2. METHODOLOGY

Due to the relevance of the use of a methodological model during the processing of the research, the researcher was oriented through the descriptive methodology accompanied by the method of analysis; the above with the purpose of interpreting the investigative context, indicating its relevant characteristics (Hernandez, Fernandez, & Batista, 2015) The descriptive methodology proposes a systematic structure that correlates the components that form the environment, deriving criteria that allowed validating a structure that functions as input for future observations.

Having mentioned the above, the following was considered during the course of the investigation:

- **Participants:** authors who developed important research on the improvement of institutional processes were cited.
- **Instruments:** Systematic literature review, direct observation.
- **Procedures:** The research was structured in 4 stages, which are as follows: planning of the work, search for data, structuring and analysis of the results and formulation of the conclusions.
- **Data analysis strategies:** Data analysis was performed considering the correlation of data studied and the objective criteria of the authors studied in the research.

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### 3. RESULTS

#### 3.1 About socio-educational evaluations

Socio-formative evaluation is an approach through which training processes can be transformed and improved, since its application contributes to the personal fulfillment of individuals, training in problem solving challenges and needs, creating, innovating, among others.

In the study carried out on socio-formative evaluation, the researcher was able to establish that in each training program in terms of the implementation of this type of activities, significant progress has been made, but it is very important to renew the axes to solve the needs of the challenging context, to change in their performance and develop the necessary ingenuity for the academy, through self-evaluation, co-evaluation and hetero-evaluation, based on the preparation of products (evidence) and metrics (or instruments) that enable self-regulation, through teamwork and complex thinking, articulating theory with reality, so that "Socio-formative evaluation is the process of supporting students to develop talent through continuous feedback based on self-assessment, co-assessment and hetero-assessment based on a context problem and the analysis of evidence, seeking continuous improvement" (Tobón, 2014).

#### 3.2 ICT in education

Currently, various reports detail the digital divide that exists in relation to the implementation of ICT in educational institutions, in these reports the advantages and disadvantages that are derived depending on the area in which the institution is located are evidenced; so in this way the geographical location may circumstantially be a characterization of the context that produces inequality. As a result of the above, there are challenges focused on generating better organizational performance to reduce the levels of inequality in the provision of services, for which the incorporation of new technologies is essential for the continuous improvement of processes, especially in institutions located in rural areas with difficult mobility. Research shows that the deficiencies in coverage are found in primary and secondary education, and for this reason it is necessary to have greater access to these technological resources and hire more human capital in order to generate a positive impact that reduces inequality and poverty indexes; educational institutions must face new challenges today, proposing controllers that support policies that seek to guarantee the quality of training in all areas (Cruz - Carbonell, Hernández - Arias, & Silva - Arias, 2020).

#### Augmented reality:

One of the technologies related to ICT that strengthen the training processes at the performance level is augmented reality, which is detailed as a technology that helps through applications, to study everyday aspects in a virtual way. Currently, new areas of application have been identified for this type of technology and its first contributions were mainly aimed at strengthening the learning of mathematics (Muñoz - Hernandez, Canabal - Guzman, & Galarcio - Guevara, 2020)

#### 3.3 Triadic thinking

Through studies, it has been determined that triadic thinking, which is located at the brain level in its center, produces ideas that generate confidence that end in happy terms, the results show that women are more emotional than rational, but that these have a domination of square type thinking and are characterized by being more enterprising than men, this information is relevant for educational institutions, since it allows structuring training activities aimed from the point of view of the type of thinking that is identified in each individual. Studies report that half of the men tend to have triangular thinking, with respect to square minds; individuals between the ages of 15 and 20 tend to have this type of thinking and those between 26 and 30 have a high percentage of circular minds. It was evidenced that triangular minded people tend to be frank, direct and circular people tend to be more emotional. Researchers mention that within educational contexts it is essential to identify the type of thinking related to each student, in order to establish the most appropriate strategies for the group (Lemus - Quintero, 2021).

#### 3.4 Leadership in the business context

In the past, leadership was more associated with the traits of a leader, but this has changed, i.e., it is not a characterization of a single individual but of the general group that participates from a shared empowerment; in addition, today's leaders do not act in leadership activities but must also direct efforts towards relationships with their followers in an influential way, depending on the context or environments in which they are located. Today's leader must be trained with cross-cultural characteristics that allow them to interact in a convex way at a global level (González - Castro, Manzano - Durán, & Torres - Zamudio, 2021).

#### 3.5 B Companies and their applicability

Currently, organizations should be focused on generating sustainability; to speak of B companies is to refer to companies that generate both a positive impact for partners or associates as well as the environment and the environment in which it is located. B companies are aligned with theories such as those proposed by the circular economy, and these companies seek to base their principles in a way that is attractive to stakeholders. Today's education is leaning towards these, being that it is fundamental to form citizens and businesses that execute sustainable activities (Rodríguez - Téllez & Pacheco - Sánchez, 2019).

#### 3.6 Sustainable Development

Conclusive research on sustainable projects shows that from the 90's to the present day, many studies have been carried out on this subject, especially in the area of engineering and disciplines related to environmental protection; the country where the concept of sustainability has been most advanced or developed is the United States, where sustainability projects are diverse, with the aim of guaranteeing the maximum use of resources and their reuse. Educational institutions are called to develop this type of projects with the purpose of guaranteeing the responsibilities adhered to environmental protection and sustainable work (Manzano - Durán, Peñaranda - Peñaranda, & Luna - Quintero, 2021)

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#### 4. CONCLUSIONS

Through the study it is concluded that the continuous transformation of educational processes is indispensable, for which the implementation of ICT is fundamental, which can significantly support the sustainability of the organization and sustainability. The introduction of new strategies for doing business must be linked to the shared work of different leaders in the companies, the idea is to consider the perspectives and work done by different actors in order to be more objective and effective in the production processes.

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