



## Volumen 4, Número 1 Enero a Julio 2021 Revista Semestral. Venezuela

**MSc. Ámbar Ramírez.**

Rómulo Gallegos National Experimental University of the Central Plains (UNERG) - Venezuela)

**Email:** [ramirezambar2021@gmail.com](mailto:ramirezambar2021@gmail.com).

**How to cite this article:** Ámbar Ramírez(2021), “Reengineering of Administrative Processes, Based on Motivation, as an Activator of Organizational Values: Significance from the Actors” I (1-18)

**Received:** January 2021

**Revised:** January 2021

**Accepted:** January 2021

### **Reengineering of Administrative Processes, Based on Motivation, as an Activator of Organizational Values: Significance from the Actors**

#### **ABSTRACT**

The research is presented below, is titled, Reingeniería of administrative processes, starting from the motivation, as an activator of the organizational values: significance from the actors, with a qualitative approach and framed in the paradigm interpretation, the method used to address research was the hermeneutic dialectic, whereas the purpose pursued by. The stage of the study was the Rómulo Gallegos University, located in San Juan de los Morros, Guárico State. The significant subjects of the study three individuals, whose nicknames were: motivated, achievement, and active. The technique of data collection was the interview in depth, supported by audio recordings, for which the recorder was used as an instrument. The credibility or validity, was determined by the thoroughness and abundance of data. Reliability through the technique of triangulation of sources and informants. For the interpretation and analysis of the information collected during the study, was made use of the processes of categorization, structuring and triangulation, which allowed me to compare the views of the significant subjects, from which emerged the categories for its qualitative interpretative analysis to the construction of the final synthesis where involved subjects, job satisfaction, work and the impact on the quality of service delivery in the UNERG could be interpreted to through encounters with subjects reporting, reflecting that many times job satisfaction they feel for the fulfilment of their duties, does not affect directly to the exercise of the organizational values and done approach

**Descriptors:** Motivation, Job Performance, Delivery Service

**Biographical Review:** Odontologist XI promotion 2012 UNERG. Lawyer V promotion 2014 UNERG. Master in management in public health 2015. Master in administrative management 2018. Professor of pharmacology in the area of dentistry department of morphological sciences 2012. Academic coordinator for the Guárico state, of the professional institute for academic training of dental studies. Ordinary research professor I, belonging to the research department of the UNERG dentistry area. 2014. Ordinary Teacher with Exclusive Dedication.