

Management of glass of milk program and satisfaction of beneficiaries in a province of Peru

Abstract

The Glass of Milk Program is a social and welfare program. The objective of this research was to determine the relationship between the management of the glass of milk program and the satisfaction of the beneficiaries in the province of Trujillo, 2022. The research was applied, with a quantitative approach, non-experimental design with correlational and transversal scope. The variables studied were the management of the glass of milk program and user satisfaction. The population was made up of 2282 beneficiaries of the Glass of Milk Program of the Province of Trujillo, 2022, and the sample was 191 beneficiaries of the Program. The survey technique was used and the questionnaire as an instrument. The relationship between the management of the glass of milk program and beneficiary satisfaction was evidenced. The level of management of the glass of milk program is perceived as medium-high. The satisfaction of the beneficiaries, according to their reception focuses on a medium level, in terms of punctuality, attention, distribution and effectiveness were located at a high level.

Keywords: Level of management, assistance programs, user perception.

INTRODUCTION

The social programs created to improve the quality of life of the inhabitants of the different areas entail determined budgets and oriented to fixed objectives, as well as locating vulnerable groups (Tintaya, 2019). The Glass of Milk Program is a social and welfare program; but at present the Glass of Milk Program committees are abandoned, they focus their work on receiving the product and distributing it to the beneficiaries, but it does not go beyond the disinterest of the authorities and the population, not organizing itself properly to achieve common objectives. and work for the benefit of their community (Alva, 2022) It is difficult to evaluate the effectiveness of social programs, depending on whether they are progressive or regressive, since it must be approached from the perspective of counting beneficiaries, and from the impact that public intervention will have on welfare through effective transfers from the State to the beneficiaries (Marquina, 2019). The World Bank (2022), notes that these social protection systems and tools have transformative potential, as they help the poor and most vulnerable mitigate economic and fiscal crises, and give them the opportunity to lift themselves out of poverty and become productive members of society. Globally, in 2019, moderate or severe food insecurity affected 2 billion people worldwide, more than a quarter of the world's population. On the other hand, 9.7% or 746 million people were severely food insecure during the same period (Food and Agriculture Organization of the United Nations, 2020).

In Latin America, 191 million people were affected by moderate or severe food insecurity in 2019, affecting 9.5% of the population of Latin America, in South

America the prevalence is 7.6% and in Mesoamerica it reaches 14.1% of the population. Leading to the fact that, in Argentina, food insecurity grew 16.6%, in Mexico it went from 27.4% to 34.9%, Honduras by 23.9%, in Guatemala, this prevalence is 45.2% and 18.1%, and in El Salvador, 42.2% and 14.6% (Food and Agriculture Organization of the United Nations, 2020). Hence, milk consumption in Latin America and the Caribbean was scarce; therefore, strategic measures must be established to promote its consumption and that of its derived products in these regions due to its beneficial properties that make it an essential food (Training Center of Spanish Cooperation in La Antigua, 2020).

At the national level, in Peru, the Glass of Milk Program with its various limitations and problems continues to be active to date and is present in 1851 provincial and district municipalities at the national level (Valer et al., 2021). Since 1985 the Glass of Milk Program has been implemented, there have been various ideas, debates, opinions and evaluations satisfactory by its beneficiaries and in the population; however, there are also many people who have participated and benefited from the Program in the interior of the country, they observe it as something negative, due to the dependence and habit it generates in the beneficiaries, only "shoveling" the need they have to date without promoting them (Alva, 2022).

This research is focused on the management of the Glass of Milk Program and satisfaction of the beneficiaries, a program whose main mission is to program, direct, organize, coordinate and execute the activities related to the execution of food supplementation programs, as well as to keep updated the list of beneficiaries of these programs. In addition to programming, executing and controlling training and updating programs on food security and human development issues, which promote the self-sustainability of the beneficiary population (Provincial Municipality of Arequipa, 2020). However, it must be made clear the problem of inadequate management that each Government leads, understood within the government of the province of Trujillo, with respect to wasting the money of Peruvians, providing a scarce solution in terms of the serious problem of malnutrition in the country, most of them, providing a product of the Glass of Milk Program insufficient in terms of the money that is invested, even ineffectively monitoring the population that consumes this product, completely ignoring the development of the Program and the population. (Alva, 2022). For all the above, the management of the glass of milk program has multiple deficiencies that influence the satisfaction of the beneficiaries of the province of Trujillo; because it is the State through local governments must provide in an effective, efficient and timely manner the goods and services required by the population but many times these social programs of glass of milk are in charge of local governments where many times it is managed by unqualified personnel finding us with non-significant results in the fulfillment of the objectives set by said program.

General objective of this research was to determine the relationship between the management of the glass of milk program and the satisfaction of the beneficiaries in

the province of Trujillo, 2022. And, as specific objectives: Identify the level of management of the glass of milk program in the province of Trujillo, 2022. Identify beneficiary satisfaction in the province of Trujillo, 2022. To determine the relationship between quality and beneficiary satisfaction in the province of Trujillo, 2022. Determine the relationship between the services provided and the satisfaction of the beneficiaries in the province of Trujillo, 2022. Determine the relationship between equity and beneficiary satisfaction in the province of Trujillo, 2022. Determine the relationship between sustainability and beneficiary satisfaction in the province of Trujillo, 2022. Determine the relationship between efficiency and beneficiary satisfaction in the province of Trujillo, 2022.

The following also emerged as a general hypothesis: There is a significant relationship between the management of the glass of milk program and the satisfaction of the beneficiaries in the province of Trujillo, 2022. And as specific hypotheses: There is a significant relationship between quality and beneficiary satisfaction in the province of Trujillo, 2022. There is a significant relationship between the services provided and the satisfaction of the beneficiaries in the province of Trujillo, 2022. There is a significant relationship between equity and beneficiary satisfaction in the province of Trujillo, 2022. There is a significant relationship between sustainability and beneficiary satisfaction in the province of Trujillo, 2022. There is a significant relationship between efficiency and beneficiary satisfaction in the province of Trujillo, 2022.

METHODOLOGY

Type and design of research

The research was applied, with a quantitative approach, non-experimental design with correlational and transversal scope.

The variables considered were:

Variable 1: Management of the glass of milk program

Conceptual definition

It is a social program created with Law No. 24059 and complemented by Law No. 27470, with the aim of offering a daily ration of food to a population considered vulnerable, with the purpose of helping them overcome the food insecurity in which they find themselves. The actions of this program, carried out with the strong participation of the community, have as their ultimate goal to raise their nutritional level and thus contribute to improving the quality of life of this group that, due to their precarious economic situation, would not be able to meet their basic needs (Vásquez, 2018).

Operational definition

Its operationalization was carried out through 5 dimensions: quality, services provided, equity, sustainability and efficiency. Therefore, a questionnaire consisting of 25 questions was applied.

Variable 2: Satisfaction

Conceptual definition

Satisfaction is synonymous with quality of service and quality is based on the user's perception that quality and satisfaction are reasonable for the needs of the beneficiaries. Likewise, it was indicated that: Satisfaction of the beneficiary is the result of a process that begins and culminates in it, it is a subjective phenomenon from its nature to its own measurement. Satisfaction is presented in two expectations: performance received and level of satisfaction (Esteban, 2017).

Operational definition

Its operationalization was carried out through 4 dimensions: punctuality, attention, distribution and efficiency. Therefore, a questionnaire consisting of 20 questions was applied.

Population, sample sampling and unit of analysis.

Population

The population was made up of 2,282 beneficiaries of the Glass of Milk Program of the Province of Trujillo, 2022. The distribution of the population is shown below:

Table 1. *Distribution of the population of beneficiaries of the Glass of Milk Program of the Province of Trujillo, 2022.*

Condition	Number of beneficiaries
0 – 6 years	3 939
Pregnant mothers	37
Nursing mothers	217
Persons with disabilities	245
Seniors	2 459
TOTAL	6 897

Note. System of the Glass of Milk Program of the Comptroller General of the Republic (2022). *Three (3) districts were taken into account (Trujillo (4914), Víctor Larco Herrera (1532) and Poroto (451))*

SELECTION CRITERIA

1. Beneficiaries of the Glass of Milk Program of the Province of Trujillo, who wish to participate in this research.
2. Belonging to the priority of care 0-6 years, pregnant and lactating mothers.

- Beneficiaries who meet all the requirements for registration (copy of the ID of the child and the mother with address belonging to the province, updated weight and height (CRED card).

EXCLUSION CRITERIA

- The beneficiaries of the Glass of Milk Program of the District of Moche, Salaverry, Laredo, Simbal, Florencia de Mora, El Porvenir, La Esperanza, Huanchaco, whose entities did not want to participate, were excluded.

Sample

The formula of simple random sampling was used. The sample of this study is composed of 191 beneficiaries of the Glass of Milk Program of the Province of Trujillo, 2022. The distribution below:

Table 2. *Distribution of the sample of beneficiaries of the Glass of Milk Program of the Province of Trujillo, 2022.*

Condition	Number of beneficiaries
0 – 6 years	108
Pregnant mothers	3
Nursing mothers	6
Persons with disabilities	6
Seniors	68
TOTAL	191

Note. Sample of the province of Trujillo (2022)

Finally, the distribution of the sample by each district is part of the sample:

Table 3. *Distribution of the sample of beneficiaries of the Glass of Milk Program of the district of Trujillo, 2022.*

Condition	Number of beneficiaries
0 – 6 years	74
Pregnant mothers	1
Nursing mothers	4
Persons with disabilities	3
Seniors	54
TOTAL	136

Note. Sample corresponding to the district of Trujillo (2022)

Table 4. *Distribution of the sample of beneficiaries of the Glass of Milk Program of the district of Poroto, 2022.*

Condition	Number of beneficiaries
0 – 6 years	9

Pregnant mothers	1
Nursing mothers	1
Persons with disabilities	1
Seniors	1
TOTAL	13

Note. Sample corresponding to the district of Poroto (2022)

Table 5. *Distribution of the sample of beneficiaries of the Glass of Milk Program of the district of Víctor Larco Herrera, 2022.*

Condition	Number of beneficiaries
0 – 6 years	25
Pregnant mothers	1
Nursing mothers	1
Persons with disabilities	2
Seniors	13
TOTAL	42

Note. Sample corresponding to the district of Víctor Larco Herrera (2022)

Sampling

The sample was delimited using simple random probability sampling for finite populations, where all elements have the option of being selected.

Unit of analysis

Beneficiary of the Glass of Milk Program of the province of Trujillo, 2022.

Data collection techniques and instruments

The survey technique was used. The instrument used was the questionnaire. In this study, the questionnaires for the research variables were structured as follows:

Questionnaire of variable 1: Management of the glass of milk program

It is structured with 5 dimensions: quality, services provided, equity, sustainability and efficiency. Each dimension consists of 5 questions totaling 25 questions per questionnaire, with Likert scale type answer options, its purpose is to determine the relationship that exists between the management of the glass of milk program and satisfaction of the beneficiaries in the province of Trujillo, 2022.

Questionnaire of variable 2: Satisfaction

This instrument is made up of 4 dimensions: punctuality, attention, distribution and effectiveness, and each dimension has 5 questions, totaling 20 questions with Likert scale type answer options, its purpose is to determine the relationship that exists between the management of the glass of milk program and satisfaction of the beneficiaries in the province of Trujillo, 2022.

Similarly, the research used the interview, to obtain qualitative data, which consists of intimate, flexible, open conversations that allow exchanging information between the interviewer and the interviewees. In this case, four experts in the management of PVL have been determined, generating favorable conditions so that they feel comfortable and free to express in detail their knowledge, attitudes, beliefs and analysis about PVL.

Validity and reliability of the instrument

In this study, validity was carried out through the opinions of 3 specialists in Public Management. For the verification by content of the instrument, the test of V. de Aiken (1985) was used, whose coefficient is considered as the ratio of a data extracted about the maximum addition of the difference of the probable values.

Construct validity

The construct validity analysis was performed using the factor analysis (PA) technique, with the aim of corroborating whether the items of the instrument represent the different dimensions of the same construct. For the development of PA, the minimum sample was taken into consideration and the relevance of the data for this analysis was verified. The latter was performed through the observation of the correlation matrix, the value of the determinant, the Kaiser-Meyer-Olkin and Barlett test; in which, the correlation coefficients must be mostly greater than 0.50 and significant, and Bartlett's sphericity test must be statistically significant ($p < 0.05$).

For the instrument belonging to the variable management of the glass of milk program, a value of 0.000 was obtained in the Bartlett test, which indicates that the items are positively and significantly correlated $p = 0.000 < 0.01$.

For the instrument belonging to the satisfaction variable, a value of 0.000 was obtained in the Bartlett test, which indicates that the items are positively and significantly correlated $p = 0.000 < 0.01$.

Instrument reliability

In this study, the instruments were subjected to a pilot test, so the data of the variables taken from 20 beneficiaries of the Glass of Milk Program of the Province of Trujillo, 2022, were obtained and determined using Cronbach's Alpha Coefficient, the same

that was calculated using the statistics program (SPSS V26) . In the questionnaire to measure the management of the glass of milk program, a Cronbach's alpha of (0.954) was obtained, a value corresponding to a very good level of reliability. In the questionnaire to measure satisfaction, a Cronbach's alpha of (0.930) was obtained, a value corresponding to a very good level of reliability.

Data analysis method

Descriptive statistics related to tables were used for the distribution of percentages and frequencies. Inferential statistics, as is the case of the Kolmogorov-Smirnov test with a significance level of 5%, were used to corroborate the normality of the sample, while the Spearman correlation coefficient was used to test the hypotheses.

RESULTS

From Table 6, it can be seen that, according to the perception of the 191 benefits, which were considered in the study, 16.2% considered a management of the low glass of milk program; of which it focuses on 15.2% low and 1% fair on beneficiary satisfaction; Similarly, 43.5% in an average perception of the glass of milk program; 1.6% were at a low level, 41.4% moderately and 0.5% high in satisfaction; and finally, 40.3% focused on a high level of program management; where 0.5% was at a low level and 39.8% high.

It is evidenced by the quality of the services provided in the different districts, medium equity and sustainability of the programs and the efficiency of the beneficiaries, since they reach the most vulnerable in an adequate manner.

Tabla 6. *Tabla cruzada de la gestión del programa del vaso de leche y satisfacción de los beneficiarios en la provincia de Trujillo.*

			V2: Satisfaction			Total
			Low	Average	High	
V1: Glass of Milk Program Management	Low	f	29	2	0	31
		%	15,2%	1,0%	0,0%	16,2%
	Average	f	3	79	1	83
		%	1,6%	41,4%	0,5%	43,5%
	High	f	0	1	76	77
		%	0,0%	0,5%	39,8%	40,3%
Total	f	32	82	77	191	
	%	16,8%	42,9%	40,3%	100,0%	

In figure 1, according to the perception of the beneficiaries of the management vessel program, they consider the level with greater proportionality at 43.50%, and high with 40.30% since adequate management is carried out in the two districts of Trujillo and

Víctor Larco, however, in Poroto the deficiencies are still evident. Regarding quality, with greater relevance focused on the high level with 41.90% and regular 38.20%, since the program requests documentary accreditation of the age of the minors in order to comply with the coverage of beneficiaries and registration of scarce resources. Regarding the services provided, with greater relevance it focuses on high with 47.60%, since coverage is covered and they benefit from the program. In terms of equity, the same is 44%, since the distribution of the program is equitable for the beneficiaries, however, sometimes food delivery is not given in a timely manner. Sustainability, with 47.50% and 45.50% high efficiency, the implementation of the program improves school performance and allows partner mothers to participate in workshops promoting entrepreneurship, however, it reflects the little relationship of mothers with the authorities.

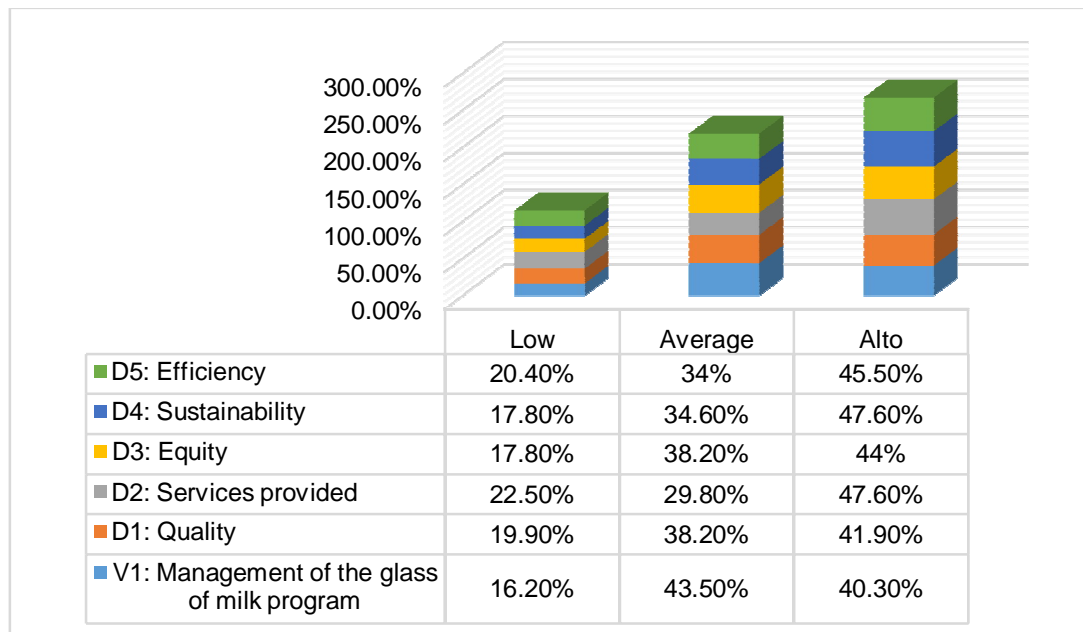


Figure 1. Level of management of the glass of milk program in the province of Trujillo, 2022.

In figure 2, in terms of the satisfaction of the beneficiaries, according to their reception of focus on a level moderately with 42.90%, in terms of punctuality was located with greater relevance in the high with 46.60%, in the same way that of attention with 44%, in the same way, the distribution with 42.90% and efficiency 44%. All this is evidenced in the delivery of products in a timely manner, and according to the scheduled activities, it also has nutritional contribution for the development and strengthening of children. On the other hand, food care for both children, pregnant women and the elderly is essential due to their situation of vulnerability, and this is done equitably according to the established norms and laws.

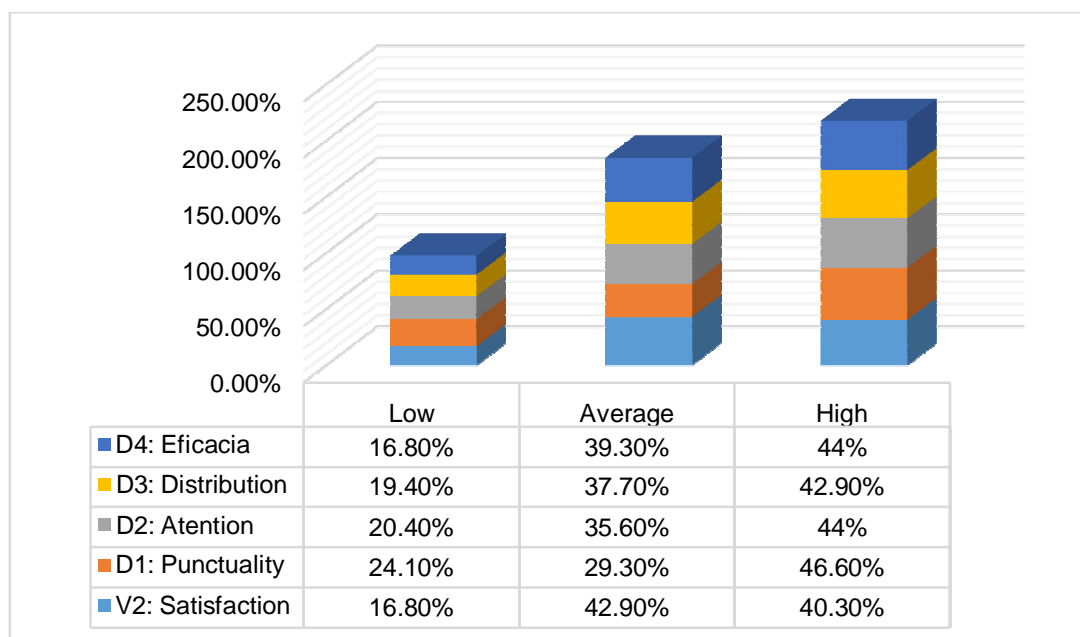


Figure 2. Satisfaction of beneficiaries in the province of Trujillo.

From Table 7, it can be seen that, according to the perception of the 191 benefits, which were considered in the study, 19.9% considered a low quality in the program; of which 13.6% is low, 5.8% moderately and 0.5% high in the satisfaction of the beneficiaries; Similarly, 38.2% in an average perception of the quality provided by the program; 3.1% were at a low level, 34% moderately and 1% high in satisfaction; and finally, 41.9% focused on a high level of program management; where 3.1% was at a regular level and 38.7% high.

Table 7. Cross table of the quality and satisfaction of the beneficiaries in the province of Trujillo.

		V2: Satisfaction			Total	
		Low	Average	High		
D1: Quality	Low	f	26	11	1	38
		%	13,6%	5,8%	0,5%	19,9%
	Average	f	6	65	2	73
		%	3,1%	34,0%	1,0%	38,2%
	High	f	0	6	74	80
		%	0,0%	3,1%	38,7%	41,9%
Total		f	32	82	77	191

% 16,8% 42,9% 40,3% 100,0%

From Table 8, it can be seen that, according to the perception of the 191 benefits, which were considered in the study, 22.5% considered services provided by the program at a low level; of which 14.7% was low and 7.9% fair in the satisfaction of the beneficiaries; Similarly, 29.8% in an average perception of the services provided; 2.1% were at a low level, 27.2% moderately and 0.5% high in satisfaction; and subsequently, 47.6% focused on a high level of services provided by the program; where 7.9% were at a low level and 39.8% high when it comes to beneficiary satisfaction.

Table 8. Cross table of services provided and beneficiary satisfaction in the province of Trujillo.

			V2: Satisfaction			Total
			Low	Average	High	
D2: Services provided	Low	f	28	15	0	43
		%	14,7%	7,9%	0,0%	22,5%
	Average	f	4	52	1	57
		%	2,1%	27,2%	0,5%	29,8%
	High	f	0	15	76	91
		%	0,0%	7,9%	39,8%	47,6%
Total	f	32	82	77	191	
	%	16,8%	42,9%	40,3%	100,0%	

From Table 9, it can be seen that, according to the perception of the 191 benefits, which were considered in the study, 17.8% considered equity in the program at a low level; of which 12% were located at a low level and 5.8% moderately in the satisfaction of the beneficiaries; In addition, 38.2% in an average perception of equity; 4.7% were at a low level, 32.5% moderately and 1% high in satisfaction; and finally, 44% focused on a high level of equity in the services provided by the program; where 4.7% was located in a medium level and 39.3% high in the satisfaction of the beneficiaries.

Table 9. Cross table of equity and satisfaction of beneficiaries in the province of Trujillo.

			V2: Satisfaction			Total
			Low	Average	High	
D3: Equity	Low	f	23	11	0	34
		%	12,0%	5,8%	0,0%	17,8%
	Average	f	9	62	2	73
		%	4,7%	32,5%	1,0%	38,2%
	High	f	0	9	75	84
		%	0,0%	4,7%	39,3%	44,0%

Total	f	32	82	77	191
	%	16,8%	42,9%	40,3%	100,0%

From Table 10, it can be seen that, according to the perception of the 191 benefits, which were considered in the study, 17.8% considered sustainability in the program at a low level; of which it focuses on 13.2% low and 4.2% median in beneficiary satisfaction; Similarly, 34.6% in an average perception of sustainability; where 2.6% were at a low level, 30.9% moderately and 1% high in satisfaction; and finally, 47.6% focused at a high level on program sustainability; in which 0.5% was at a low level, 7.9% moderately and 39.3% high in the satisfaction of the beneficiaries.

Table 10. Cross table of sustainability and satisfaction of beneficiaries in the province of Trujillo.

			V2: Satisfaction			Total
			Low	Average	High	
D4: Sustainability	Low	f	26	8	0	34
		%	13,6%	4,2%	0,0%	17,8%
	Average	f	5	59	2	66
		%	2,6%	30,9%	1,0%	34,6%
	High	f	1	15	75	91
		%	0,5%	7,9%	39,3%	47,6%
Total		f	32	82	77	191
		%	16,8%	42,9%	40,3%	100,0%

From Table 11, it can be seen that, according to the perception of the 191 benefits, which were considered in the study, 20.4% considered a low efficiency in the program; of which 14.7% is focused low and 5.8% moderately on the satisfaction of the beneficiaries; also, 34% in an average perception of the program; 1.6% were at a low level, 31.9% moderately and 0.5% high in satisfaction; and finally, 45.5% focused on a high level of program efficiency; where 0.5% was at a low level, 5.2% moderately and 39.8% high in terms of beneficiary satisfaction.

Table 11. Cross table of the efficiency and satisfaction of the beneficiaries in the province of Trujillo.

			V2: Satisfaction			Total
			Low	Average	High	
D5: Efficiency	Low	f	28	11	0	39
		%	14,7%	5,8%	0,0%	20,4%
	Average	f	3	61	1	65

		%	1,6%	31,9%	0,5%	34,0%
	High	f	1	10	76	87
		%	0,5%	5,2%	39,8%	45,5%
Total		f	32	82	77	191
		%	16,8%	42,9%	40,3%	100,0%

Table 12 showed a significant relationship ($p \leq 0.05$) between the management of the glass of milk program and beneficiary satisfaction in the province of Trujillo, 2022, associated with a Rho Spearman coefficient of 0.898, which suggests a strong correlation.

Table 12. Correlation between the management of the glass of milk program and the satisfaction of the beneficiaries in the province of Trujillo.

		V2: Satisfaction	
Spearman's Rho	V1: Glass of Milk Program Management	Correlation coefficient	,898**
		Sig. (bilateral)	,000
		N	191

** . The correlation is significant at level 0.01 (bilateral).

Table 13 showed a significant relationship ($p \leq 0.05$) between the dimensions; quality, services provided, equity, sustainability and efficiency with the satisfaction of the beneficiaries in the province of Trujillo, 2022, associated with a coefficient of ($\rho=0.852^{**}$), ($\rho=0.847^{**}$), ($\rho=0.840^{**}$), ($\rho=0.844^{**}$) and ($\rho=0.863^{**}$), respectively, suggesting a strong correlation.

Table 13. Correlation between the dimensions of the management of the glass of milk program and the satisfaction of the beneficiaries in the province of Trujillo.

		V2 Social development		
		Correlation coefficient	Sig. (bilateral)	N
Spearman's Rho	D1: Quality	,852**	,000	191
	D2: Services provided	,847**	,000	191

D3: Equity	,840**	,000	191
D4: Sustainability	,844**	,000	191
D5: Efficiency	,863**	,000	191

** . The correlation is significant at level 0.01 (bilateral).

DISCUSSION

Regarding the evidence of the relationship that exists between the management of the glass of milk program and the satisfaction of the beneficiaries in the province of Trujillo, as well as the perception of the benefits, associated with a high level of program management, being evidenced, the quality of the services provided in the different districts, the equity and sustainability of the programs and the efficiency of the beneficiaries, since they reach the most vulnerable in an adequate way, it is found that these results agree with that of Durand (2021) that through this application of the program in vulnerable places the rate of chronic child malnutrition was reduced by 15.6%, But more than 15 departments are above the national average (12.2%), of which six have a prevalence greater than 20%, and that evidences the existence of an association of the study variables. Similarly, in the study conducted by Francke and Acosta (2021) the impact of the school feeding program would help reduce the probability of not suffering anemia, of infants from 7 to 12 months and the sex of the child, in addition, this indicates that no effects on anemia or chronic child malnutrition can be attributed to this program.

On the other hand, it does not agree with that of Sánchez, Bazán and Polo (2018) that had the purpose of reducing poverty, however, 72% of beneficiaries of Vaso de Leche stated that they do not receive efficiently and according to the programming the designated rations. In this study, an important issue that took to highlight was that of Cuna Más with good level 73% and excellent 25%. Vaso de Leche is the only one that 72% indicated that it has not helped them reduce their poverty, specifying high dissatisfaction, 94.4% in the deficiency of basic services and in housing 58.4%. All this is reinforced by ECLAC's (2017) that the transmissions they receive are the most vulnerable families through this program that encourages informality. Likewise, Abramo (2019) is supported to improve the capacities of minors who participate in the program and this allows social inclusion. On the other hand, Vásquez (2018) is based on Law No. 24059 and complemented by Law No. 27470, which aims to distribute food rations to the most vulnerable people with the purpose of supporting them and reducing malnutrition, through nutritional foods.

As for the perception of the beneficiaries of the management vessel program, who consider the level with greater proportionality at 43.50%, and high with 40.30% since adequate management is carried out in the two districts of Trujillo and Víctor Larco, however, in Poroto the deficiencies are still evident. Regarding quality, with greater relevance focused on the high level with 41.90% and regular 38.20%, since the program requests documentary accreditation of the age of the minors in order to comply with the coverage of beneficiaries and registration of scarce resources. Regarding the

services provided, with greater relevance it focuses on high with 47.60%, since coverage is covered and they benefit from the program. In terms of equity, the same is 44%, since the distribution of the program is equitable for the beneficiaries, however, sometimes food delivery is not given in a timely manner. Sustainability, with 47.50% and 45.50% high efficiency, the implementation of the program improves school performance and allows partner mothers to participate in workshops promoting entrepreneurship, however, it reflects the little relationship of mothers with the authorities. All this has similarity with that of López and Díaz (2019) an important element to recover is that nations have a high incidence of rural population with indigenous characteristics that, although they enrich the national culture, are also groups in a situation of economic backwardness. For his part, Díaz (2019) in the thesis of the management of the National School Feeding Program Qali Warma, of the Educational Institutions of the primary level - UGEL 03 of Breña, reflected that the fundamental intention of the program is the improvement in the management process among users located in more than 63,000 public educational institutions throughout the country. This finds its support with that of the author Abramo (2019) argues that the transfers of the labor offer turn the poor person into a voluntary cause of their disadvantaged condition. And ECLAC (2016) considers that this program implies closing existing gaps in the labor market and improving the labor inclusion of the poorest and most vulnerable population, for the growth and development of the population, in an articulated manner, in order to improve the quality of life of the most vulnerable citizens.

As for the level of satisfaction of the beneficiaries in the province of Trujillo, it focuses on an average level with 42.90%, in terms of punctuality it was located with greater relevance in the high with 46.60%, in the same way that of attention with 44%, in the same way, the distribution with 42.90% and efficiency 44%. All this is evidenced in the delivery of products in a timely manner, and according to the scheduled activities, it also has nutritional contribution for the development and strengthening of children. On the other hand, food care for both children, pregnant women and the elderly is essential due to their situation of vulnerability, and this is done equitably according to the established norms and laws. These results do not agree with our results, since in the research of Cueva et al. (2018) that the glass of milk program in the human settlement Torres de San Borja, show that there is poor management on the part of the municipality and the mentioned program, which has contributed to the identification and the different points that cover the successful implementation of the program. On the other hand, quality of life is based on the theory, according to Olson and Barnes, cited by Lara and Sulca (2021) that consideration is correctly integrated in a particular way through the participation of individuals and that this facilitates communication.

Regarding the relationship between quality and satisfaction of beneficiaries in the province of Trujillo, to the perception of the 191 benefits, which were considered in the study, 19.9% considered a low quality in the program; of which 13.6% is low, 5.8% moderately and 0.5% high in the satisfaction of the beneficiaries; Similarly, 38.2% in an

average perception of the quality provided by the program; 3.1% were at a low level, 34% moderately and 1% high in satisfaction; and finally, 41.9% focused on a high level of program management; where 3.1% was at a regular level and 38.7% high. Likewise, the study by Mancilla and Molina (2018) of the analyses derived from the framework research allow us to understand that cash transfer programs do not solve the food security situation of the beneficiaries. In conclusion, conditional cash transfer programs, as part of a residual social assistance approach, do not guarantee the right to food, but rather enable the poor to procure their own food, at a clear disadvantage compared to the rest of the population. Likewise, he indicates, to achieve adequate quality, it is important to inform, accompany and guide them in all processes, to ensure that the service provided is adequate (Gonzales 2020).

Regarding the relationship between the services provided and the satisfaction of the beneficiaries in the province of Trujillo, to the perception of the 191 benefits, which were considered in the study, 22.5% considered services provided by the program at a low level; of which 14.7% was low and 7.9% fair in the satisfaction of the beneficiaries; Similarly, 29.8% in an average perception of the services provided; 2.1% were at a low level, 27.2% moderately and 0.5% high in satisfaction; and subsequently, 47.6% focused on a high level of services provided by the program; where 7.9% were at a low level and 39.8% high when it comes to beneficiary satisfaction. It is supported by that of Albarracín (2018) the factors that influenced a deficient management of the Glass of Milk Program are: the mechanisms of targeting, identification, registration, supervision, follow-up, control, monitoring and evaluation. It was concluded that efficiency factors such as supervision and monitoring mechanisms within the Glass of Milk Program of the district of Puno, affect 38.72% and 41.54% respectively the probability that the management of the PVL improves by 40.58%.

Regarding the relationship between equity and satisfaction of beneficiaries in the province of Trujillo, to the perception of the 191 benefits, which were considered in the study, 17.8% considered equity in the program at a low level; of which 12% were located at a low level and 5.8% moderately in the satisfaction of the beneficiaries; In addition, 38.2% in an average perception of equity; 4.7% were at a low level, 32.5% moderately and 1% high in satisfaction; and finally, 44% focused on a high level of equity in the services provided by the program; where 4.7% was located in a medium level and 39.3% high in the satisfaction of the beneficiaries. For their part, Delgado and Herrera (2019) announced that the main state actions in the food program do not place the focus on people, as subjects of rights with explicit, comprehensive and achievable guarantees for the effective enjoyment of the right. Among the main conclusions, it was specified that programs such as Clap – and before Mercal – show no signs of taking the human rights approach as a guiding and integrating element, in which the person is seen from his dignity, as a subject of rights, as a citizen and not as a needy. It is reinforced by Añacata (2017), who suggests that the effectiveness of a public apparatus is measured by the capacity of its citizens to exercise their rights; In this sense, it will not have any purpose that the inhabitants of a certain community have the right to vote, when they do not have the provisions, such as education, health and transportation. In the same way,

equity, which like the notion of inequality, concerns the whole of society, and refers to the way in which social stratification enables or prevents the development of capacities of individual or collective subjects. Equity, being referred to the general organization of society, includes the set of individuals and the type of links they establish with each other, and not only the poor. Herrera (2019), specifies that punctuality in general, is a rule that requires the inhabitants to perform a certain act in a defined time and space, since, although the act is carried out satisfactorily, it unevenly balances the time of all the others. Punctuality is synonymous with a good education; it is knowing how to respect the time of others.

Regarding the relationship between sustainability and beneficiary satisfaction in the province of Trujillo, to the perception of the 191 benefits, which were considered in the study, 17.8% considered sustainability in the program at a low level; of which it focuses on 13.2% low and 4.2% median in beneficiary satisfaction; Similarly, 34.6% in an average perception of sustainability; where 2.6% were at a low level, 30.9% moderately and 1% high in satisfaction; and finally, 47.6% focused at a high level on program sustainability; in which 0.5% was at a low level, 7.9% moderately and 39.3% high in the satisfaction of the beneficiaries. On the other hand, Céspedes and Campos (2018) social programs in the Lacandon community seem not to have much boom: of eleven programs, only six are present. As for beneficiaries, few programs have a high number, because when food is assumed as a social problem and therefore the ways of life and health that determine it, the design of actions to address this problem focuses on those aspects that afflict and not on those that favor. Sustainability has been consolidated over the years as a successful decentralized initiative in terms of transferring subsidies to poor populations, with a social support apparatus, constituted by the municipal organization and grassroots organizations, and with its own legislation and regulations, which give it sustainability and structure. For his part, Villanueva (2019), define satisfaction as the degree to which a certain society, social sector, group or family, seeks to satisfy its fundamental human needs.

Regarding the relationship between efficiency and satisfaction of beneficiaries in the province of Trujillo, to the perception of the 191 benefits, which were considered in the study, 20.4% considered a low efficiency in the program; of which 14.7% is focused low and 5.8% moderately on the satisfaction of the beneficiaries; also, 34% in an average perception of the program; 1.6% were at a low level, 31.9% moderately and 0.5% high in satisfaction; and finally, 45.5% focused on a high level of program efficiency; where 0.5% was at a low level, 5.2% moderately and 39.8% high in terms of beneficiary satisfaction. Also, in the study by Moyano and Perovic (2018), 96% of schoolchildren who did not adapt their intake to the nutritional goals of calcium attended a school canteen that had a low quality in this same micronutrient ($p = 0.0001$ and $CI = 95\%$). It can be concluded that there are multiple needs and fronts to move towards new paradigms in the implementation and management of public policy of school canteens in pursuit of the integral health of children. Similarly, Otero (2020) is specifically oriented to the complementation of the feeding of the maternal and infant population; being aimed at children aged 0 to 6 years and mothers, including pregnant

women and those who are breastfeeding. These population groups are priorities at the national level, to reduce malnutrition among the most vulnerable groups. As for the efficiency of protective programs, this depends mainly on the careful design of the same and to take advantage of economies of scale (for example, in campaigns to disseminate preventive health, vaccination, citizen security, disaster prevention, etc.). Similarly, Esteban (2017), satisfaction is the result of a process that begins and culminates in it, it is a subjective phenomenon from its nature to its own measurement.

CONCLUSIONS

The relationship between the management of the glass of milk program and satisfaction of the beneficiaries in the province of Trujillo was evidenced. The level of management of the glass of milk program is perceived at a medium-high level, since adequate management is carried out in the two districts of Trujillo and Víctor Larco, however, in Poroto the deficiencies are still evident. The satisfaction of the beneficiaries, according to their reception focuses on a medium level, in terms of punctuality, attention, distribution and effectiveness were located at a high level. The relationship between the quality and satisfaction of the beneficiaries, the relationship between the services provided and the satisfaction of the beneficiaries, the relationship between equity and the satisfaction of the beneficiaries, the relationship between the sustainability and the satisfaction of the beneficiaries, the relationship between the efficiency and the satisfaction of the beneficiaries were evidenced.

REFERENCES

- Abramo, L. Cecchini, S. y Morales, B. (2019). Programas sociales, superación de la pobreza e inclusión laboral: aprendizajes desde América Latina y el Caribe, Libros de la CEPAL, (1) 155 https://repositorio.cepal.org/bitstream/handle/11362/44602/1/S1900005_es.pdf
- Albarracín, R. (2018). Factores Que Influyen En La Problemática De Gestión Del Programa Del Vaso De Leche En El Distrito De Puno 2015. [Tesis de doctorado] http://repositorio.unap.edu.pe/bitstream/handle/UNAP/8764/Rudy_Shernell_Albarrac%C3%ADn_Machicado.pdf?sequence=1&isAllowed=y
- Alva, A. (2022). Organización y participación de los comités de vaso de leche y gestión del programa en la provincia de Otuzco. [Tesis de maestría]. Universidad Nacional de Trujillo. <https://dspace.unitru.edu.pe/bitstream/handle/UNITRU/19560/Alva%20Castillo%2C%20Abel%20Enmanuel.pdf?sequence=1&isAllowed=y>
- Arias, J. y Covinos, M. (2021). Diseño y metodología de investigación. Primera edición Enfoques Consulting EIRL. <http://repositorio.concytec.gob.pe/handle/20.500.12390/2260>
- Arévalo, P. Cruz, J. Guevara, C. Palacio, A. Bonilla, S. Estrella, A. Guadalupe, J. Zapata, M. Jadán, J. Arias, H. Ramos, C. (2020) Actualización en metodología

de la investigación científica. Quito, Ecuador: Editorial Universidad Tecnológica Indoamérica.

https://www.researchgate.net/publication/349038465_Actualizacion_en_metodologia_de_la_investigacion_cientifica/link/601ca80192851c4ed54bd7b5/download

Añacata, J. (2017). Analisis Situacional De Los Beneficiarios Del Programa Vaso De Leche En El Distrito De Cayma, 2015. [Tesis de grado]. Universidad Nacional De San Agustín. <http://repositorio.unsa.edu.pe/bitstream/handle/UNSA/3644/Soa%C3%B1pejm.pdf?sequence=1&isAllowed=y>

Banco Mundial. (2022). Protección social: Panorama general. <https://www.bancomundial.org/es/topic/socialprotection/overview>

Bernal, C. (2016). Metodología de la investigación. Editorial Pearson

Centro de Formación de la Cooperación Española en La Antigua Guatemala. (2020). Importancia de la leche y los productos lácteos como alimentos básicos y económicos para la nutrición y salud de la sociedad latinoamericana y del caribe. <https://intercoonecta.aecid.es/Gestin%20del%20conocimiento/La%20leche%2C%20una%20oportunidad%20para%20la%20sociedad%20latinoamericana%20y%20del%20Caribe.pdf>

CEPAL (Comisión Económica para América Latina y el Caribe) (2017). Brechas, ejes y desafíos en el vínculo entre lo social y lo productivo (LC/CDS.2/3).

CEPAL (Comisión Económica para América Latina y el Caribe) (2017). Panorama Social de América Latina, 2015 (LC/G.2691-P).

Céspedes, E. Y Campo, R. (2018). Economía alimentaria y política social: un análisis de su relación e influencia en la selva de Chiapas (México). *Revista Colombiana de Sociología*, 41(2), 41-59. <https://doi.org/10.15446/rcs.v41n2.70130>

Contraloría General de la República (2020). Programas Sociales En El Perú Elementos para una propuesta desde el control gubernamental.

Cueva, M. Guerra, I. Yan, C. Lizarzaburu, M. Arroyo, V. Luna, D. Benites, A. Castro, R. Dulanto, J. (2018). Programa Vaso de Leche en el Asentamiento Humano Torres de San Borja, Municipalidad de Moche, Trujillo, Perú. *Revista universidad privada del norte* 1(1) 1-7. <https://repositorio.upn.edu.pe/bitstream/handle/11537/23013/Paper%20Vaso%20de%20Leche.pdf?sequence=1&isAllowed=y>

Delgado, A. Y Herrera, M. (2019). El derecho a la alimentación en Venezuela bajo el enfoque de derechos. *Cuadernos Del Cendes* 36(100). 57-80 <https://www.slan.org.ve/publicaciones/completas/pdf/Derecho%20a%20la%20alimentaci%C3%B3n%20en%20Venezuela%20bajo%20el%20enfoque%20de%20derechos%20SM.pdf>

Díaz, E. (2019). Evaluación de la gestión del programa Nacional de alimentación escolar Qali Warma, de las Instituciones Educativas del nivel primaria - UGEL 03 de Breña, 2017. [Tesis de doctorado] Universidad César Vallejo

- https://repositorio.ucv.edu.pe/bitstream/handle/20.500.12692/36423/Diaz_SER.pdf?sequence=1&isAllowed=y
- Durand, C. (2021). Gasto Público En Programas Sociales Y Reducción De La Desnutrición Crónica Infantil Peruana 2008 – 2018. [Tesis de doctorado] Universidad Nacional Del Callao <http://repositorio.unac.edu.pe/bitstream/handle/20.500.12952/5633/TESIS%20DOCTOR-%20DURAND%20GONZALES-FCS-2021.pdf?sequence=1&isAllowed=y>
- Escobar, V. (2012). Distribución para fines de mercadotecnia.
- Esteban, V. (2017). Programa vaso de leche y satisfacción de beneficiarios Lomas del Paraíso distrito Villa María del Triunfo, Lima. [tesis de grado]. Universidad César Vallejo. https://repositorio.ucv.edu.pe/bitstream/handle/20.500.12692/8963/Esteban_MVM.pdf?sequence=1&isAllowed=y
- FAO, FIDA, OPS, WFP y UNICEF. (2020). Panorama de la seguridad alimentaria y nutrición en América Latina y el Caribe 2020. <https://doi.org/10.4060/cb2242es>
- Francke, P. y Acosta, G. (2021). Impacto del programa de alimentación escolar Qali Warma en la anemia y desnutrición crónica en niños. *Apuntes* , 48 (88), 151-190. <https://dx.doi.org/10.21678/apuntes.88.1228>
- García, J. (2016). Metodología de la investigación para Administradores. Ediciones de la U.
- Gonzales, L. (2020). Eficacia Y Calidad De Servicio Del Programa Social Juntos De La Municipalidad Distrital De Lonya Grande 2020. [Tesis de grado]. Universidad Señor De Sipán. <https://repositorio.uss.edu.pe/bitstream/handle/20.500.12802/8760/Gonzales%20Alc%C3%A1ntara%20Lizet%20Sheraldine.pdf?sequence=1>
- González, J. M. (2010). El docente y su influencia en el éxito del discente. Andalucía.
- Herrera, C. (2019). Satisfacción del Programa vaso de Leche en las Socias de la Directiva de los Comités del Programa Vaso de Leche del Distrito Catacaos, Piura - 2018. [tesis de grado]. https://repositorio.ucv.edu.pe/bitstream/handle/20.500.12692/37944/Herrera_RC_C.pdf?sequence=1&isAllowed=y
- Hernández, R. y Mendoza, C. (2018). Metodología de la investigación: las rutas cuantitativa, cualitativa y mixta. Editorial Mc Graw Hill Interamericana Editores, S.A. de C.V.
- Hernández, R. Méndez, S. Mendoza, C. y Cuevas, A. (2017). Fundamentos de investigación. Mc Graw Hill education.
- Hidalgo, C. Espinoza, F. y Venturo, Y. (2021). Nivel De Gestión Del Programa Social Vaso De Leche Y Su Relación Con La Satisfacción Delos Beneficiarios En El Distrito De Tomaykichwa Periodo 2019. [tesis de grado]. Universidad Nacional Hermilo Valdizán. <https://repositorio.unheval.edu.pe/bitstream/handle/20.500.13080/6489/TEC00417H51.pdf?sequence=1&isAllowed=y>

- https://www2.congreso.gob.pe/sicr/cendocbib/con2_uibd.nsf/18725BB8EE53C8360525784E006C6812/%24FILE/programas-sociales_1222469649%5B1%5D.pdf
- Hurtado, S., Vasquez, F., & Zapata, H. (2012). Estudio del nivel de satisfacción de los usuarios del servicio odontológico de una IPS del régimen contributivo de Cali. *Revista estomatología y salud*. 20(1). 8-15. <https://docs.bvsalud.org/biblioref/2017/11/875629/3-hurtado-nivel-de-satisfaccion.pdf>
- Kipes CH. Garcia V. (2010). Satisfacción de los usuarios del servicio de fisioterapia y kinesiología hospital obrero N° 2. Tesis Universidad Mayor de San Simón. Cochabamba, Bolivia. <http://atlas.umss.edu.bo:8080/jspui/handle/123456789/257>
- Lara, J. Y Sulca, L. (2021). Calidad De Vida Y Comportamiento Ecológico En Estudiantes De Séptimo Ciclo De Secundaria De La Institución Educativa Juan Velazco Alvarado – Bernales, En El Contexto De Emergencia Sanitaria – 2020. [Tesis de grado]. Universidad Autónoma De Ica. <http://repositorio.autonomaica.edu.pe/bitstream/autonomaica/849/1/Juan%20Diego%20Lara%20Lora.pdf>
- López, A. Y Díaz, H. (2019). Implementación del Programa Especial de Seguridad Alimentaria en México y Guatemala. *Revista CIMEXUS* 16(1). 33-57 <https://cimexus.umich.mx/index.php/cim1/article/viewFile/309/246>
- Mancilla, L. Y Molina, G. (2018). Algunos Planteamientos Teóricos Frente A Los Programas De Transferencias Condicionadas Y El Derecho A La Alimentación. *Hacia la Promoción de la Salud* 23(2) 137-151 http://www.scielo.org.co/scielo.php?script=sci_arttext&pid=S0121-75772018000200137
- Marquina, G. (2019). Organización administrativa y desempeño del programa de vaso de leche en la municipalidad distrital de Chugay, año 2017. [Tesis de grado]. Universidad Nacional de Trujillo. <https://dspace.unitru.edu.pe/handle/UNITRU/13244?show=full>
- Medina, M. y Verdejo, A. (2020). Validez y confiabilidad en la evaluación del aprendizaje mediante las metodologías activas. *Alteridad*, 15(2), 270-283. <https://doi.org/10.17163/alt.v15n2.2020.10>.
- Moyano, D. Y Perovic, N. (2018). Contribución Nutricional Del Programa Comedores Escolares A La Población Infantil De Diez Escuelas Municipales De La Ciudad De Córdoba, Argentina. *Revista de la Facultad de Ciencias Médicas* 75(3) 194-202 <file:///C:/Users/LENOVO/Downloads/vdugatto,+Journal+manager,+Moyano.pdf>
- Municipalidad Provincial de Arequipa. (2020). Memoria Anual y estados financieros 2020. <https://www.muniarequipa.gob.pe/wp-content/uploads/2021/07/MEMORIA-ANUAL-FINAL-2020.pdf>

- Ñaupas, H., Valdivia, M., Palacios, J. y Romero, H. (2018). *Metodología de la investigación Cuantitativa – Cualitativa y Redacción de la Tesis*. Ediciones de la U.
- Otero, E. (2020). Gestión del Programa de Vaso de Leche y calidad del servicio a beneficiarios menores de 6 años en el distrito de Huanchaco – 2019. [tesis de maestría]. Universidad César Vallejo. https://repositorio.ucv.edu.pe/bitstream/handle/20.500.12692/45229/Otero_AEC-SD.pdf?sequence=1&isAllowed=y
- Plaza, O. (2015). Equidad Y Desarrollo: Aspectos Conceptuales. *Revista Cuestiones de Sociología: Investigación en Ciencias y Desarrollo*. 4(1). 9-20. <http://revistas.unap.edu.pe/csociologia/index.php/csociologia/article/view/4/4>
- Pontificia Universidad Católica del Perú. (2022). La Investigación Descriptiva con Enfoque Cualitativo en Educación. Primera edición digital. Facultad de Educación. <https://files.pucp.education/facultad/educacion/wp-content/uploads/2022/04/28145648/GUIA-INVESTIGACION-DESCRIPTIVA-20221.pdf>
- Prieto, G. y Delgado, A. (2010). Fiabilidad y validez. *Papeles del Psicólogo*, 31(1), 238-253.
- Quezada, L. (2015). Metodología de la investigación. Editorial Macro.
- Qispe, G., y Ayaviri, V. (2016). Medición de la satisfacción del cliente en organizaciones no lucrativas de cooperación al desarrollo. *Revista universidad nacional de Chimborazo*. <https://www.uv.mx/iiesca/files/2016/11/15CA201601.pdf>
- Qispe, M. (2017). Impacto de los programas sociales en la disminución de la pobreza. *Pensamiento Crítico* 22(1). 69 – 102. <file:///C:/Users/LENOVO/Downloads/48511.pdf>
- Sánchez, J. Bazán, R. Y Polo, B. (2018). Programas sociales y su incidencia en reducción de pobreza en un asentamiento humano, Perú, 2018. *Revista de Investigación Científica UNTRM: Ciencias Sociales y Humanidades* 3(2): 9-15 <file:///C:/Users/LENOVO/Downloads/576-2520-1-PB.pdf>
- Sen A. (2000). Desarrollo y Libertad. Primera edición. Editorial Planeta. https://indigenasdelperu.files.wordpress.com/2015/09/desarrollo_y_libertad_-_amartya_sen.pdf
- Silva, M. (2021). Programa para mejorar la gestión del Vaso de leche en la Municipalidad distrital de Chirinos, provincia de San Ignacio Región Cajamarca, Año 2017. [Tesis de grado] Universidad Nacional Pedro Ruiz Gallo. https://repositorio.unprg.edu.pe/bitstream/handle/20.500.12893/9657/Silva_Burga_Mar%20Ada_Luz.pdf?sequence=1&isAllowed=y
- Sotomayor, X. (2021). Factores Asociados A La Satisfacción Del Programa Vaso De Leche En El Distrito De Miraflores – Arequipa. [tesis de grado]. Universidad Nacional de San Agustín De Arequipa. <http://repositorio.unsa.edu.pe/bitstream/handle/20.500.12773/12541/UPsozexv.pdf?sequence=1&isAllowed=y>

- Staff Flotcon. (2016). La importancia de la puntualidad para la satisfacción del cliente. México.
- Tejada, M. (2020). Manual Investigaciones con fines de graduación y titulación. Primera edición digital. Escuela de Educación Superior Pedagógica Pública Monterrico.
http://repositorio.monterrico.edu.pe/bitstream/20.500.12905/1749/5/Manual%20Investigaciones%20con%20fines%20de%20graduacio%cc%81n%20y%20titulacio%cc%81n_EESPPM_2021.pdf
- Tintaya, H. (2019). La percepción de los pobladores de Ciudad de Dios del distrito de Yura sobre los programas sociales en el Perú, Arequipa 2019. [Tesis de grado]. Universidad Nacional de San Agustín de Arequipa.
<http://repositorio.unsa.edu.pe/bitstream/handle/UNSA/10090/ANTimahgr1.pdf?sequence=3&isAllowed=y>
- Valer, L., Amaro, E. y Unchupaico, S. (2021). Proceso de selección de beneficiarios del programa del vaso de leche en la municipalidad distrital de San Juan de Lurigancho. [Tesis de maestría]. Universidad del Pacífico.
https://repositorio.up.edu.pe/bitstream/handle/11354/3159/ValerLisette_Tesis_maestria_2021.pdf?sequence=1
- Vargas, G. (2006). El servicio al cliente: más que un querer, un deber. Tec: Empresarial.
<https://dialnet.unirioja.es/descarga/articulo/2881099.pdf>
- Vásquez E. Programas sociales de lucha contra la pobreza en Perú. CIES. 2010; pág. 20 [Internet]. [Consultado el 1, marzo, 2019].
http://www.juntos.gob.pe/modulos/mod_infojuntos_V1/docs/7.pdf
- Vásquez, G. (2018). Influencia Del Programa De Vaso De Leche En El Estado Nutricional De Los Niños Menores De 5 Años En El Distrito Mariano Dámaso Beraún Las Palmas – Tingo Maria 2017. [Tesis de grado]. Universidad de Huánuco.
http://repositorio.udh.edu.pe/bitstream/handle/123456789/1075/T047_48244717_T.pdf?sequence=1&isAllowed=y
- Villanueva, L. (2019). Nivel De Satisfacción De Los Beneficiarios Del Programa De Vaso De Leche (Pvl) En El Distrito De Tocache, Región San Martín. [tesis de grado]. Universidad Nacional De La Selva.
https://repositorio.unas.edu.pe/bitstream/handle/UNAS/1579/LMVA_2019.pdf?sequence=1&isAllowed=y
- Zuñiga, C. (2019). Gestión del programa de vaso de leche y su relación con la satisfacción de los beneficiarios del distrito de Majes – provincia de Caylloma. [Tesis de maestría]. Universidad Nacional de San Agustín de Arequipa.
<http://repositorio.unsa.edu.pe/handle/UNSA/9099>