Chapter 7 Social service in time of pandemic: impact on students at FCEA – UNACAR

Capítulo 7 Servicio social en tiempo de pandemia: impacto en los estudiantes de la FCEA – UNACAR

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Abstract

The need to investigate the area of social service in students arises when detecting the problems that were presented to students who performed their social service during the Covid-19 pandemic. Considering that the Social Service is a practice that allows the consolidation of professional training, providing the student with a space for the acquisition and application of knowledge and wisdom; In addition, it favors the development of values and facilitates insertion in professional practice. (Richmond, 2013), and this being considered as a graduation requirement as well as mandatory within the Curriculum Map of higher level students in a particular way of the Faculty of Administrative Economic Sciences. It is important to analyze and determine the degree of affectation and/or to know the context in which it was developed and the impact it had on the students. Due to the pandemic, it was developed in a different way than usual, as it was from the flexibility of the companies, the validity of it without doing it, the lag to do it, to remote work via home office. The data collection method for this research was through the quantitative method through a survey carried out in google forms, structured by 12 questions, showing the results obtained through tabulation and graphs. Allowing to obtain information that generates analysis for the development of new prevention strategies in the face of social phenomena such as those experienced until today.

Social service, COVID-19, Students, Company, Home office, Lag

7.1 Introduction

In Mexico, since the end of March 2020, a health emergency was established against the epidemic of disease generated by the SARS-CoV-2 virus or COVID-19, which lasted until the end of May. During this period, essential and non-essential economic activities were identified. The pandemic has taken a toll on students as it has forced the academic community to explore new ways of teaching and learning, including distance and online education. This situation has proved difficult for both students and teacher-tutors, who have to deal with the emotional, physical and financial problems caused by the disease while doing their part to help curb the spread of the virus. The future seemed uncertain for everyone, and in particular for the millions of students who have to graduate this year, who will face a world with the economy paralyzed by the pandemic. (Hany, 2020). The pandemic caused the suspension of face-to-face teaching, so alternatives were sought to continue the educational process, social service, internships, training activities; even in conditions of restrictions, social isolation, among other inconveniences, and the possibility of implementing the best alternatives to avoid a negative outcome, in the long term, in the training of future professionals was found. (Vidal, 2021). Although it is true that these alternatives were put in place, in this research we will investigate the effectiveness of Social Service in university students in particular.

7.2 Development

General objectives: To determine the degree of affectation in the area of student social service, during the Covid-19 pandemic in the period of the year 2020 - 2021, we focused specifically on the area of students belonging to the Faculty of Economic-Administrative Sciences to identify the main reasons and how this affected students and the area of social service.

7.3 Methodology

The data collection method used in this research is quantitative due to the ease and convenience it provides for the analysis of data with the ability to quantify them, through a survey carried out in google forms, to later allow us to use the Excel program for the tabulation of the information and to be able to analyze and present the results obtained in graphs with their interpretation.

A non-probabilistic sampling is determined, with a convenience sample because the choice of students is made based on ease of access and availability of people.

The survey generated in google forms consists of 12 items which aim to collect information about the performance of the authorities in charge of the social service and the students who presented themselves to perform this same service, how it was carried out and what were the threats and opportunities they had to face during the exercise of it. if they acquired knowledge or learning that confabulates an enriching experience for the student from the school aspect. This survey was applied through the social network WhatsApp, among students belonging to FCEA within the Autonomous University of Carmen in order to distribute the largest number of students from different careers who belong to the aforementioned faculty.

A database of 40 students was obtained, who provided the necessary information by answering the questionnaire, among them students who have just started with social service this semester and some with the service already released, all in order to collaborate with the project.
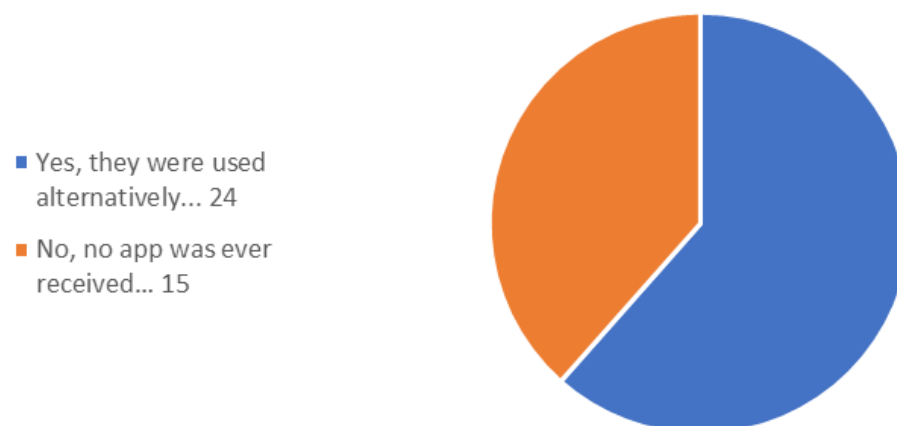
7.4 Results

Graphic 7.1
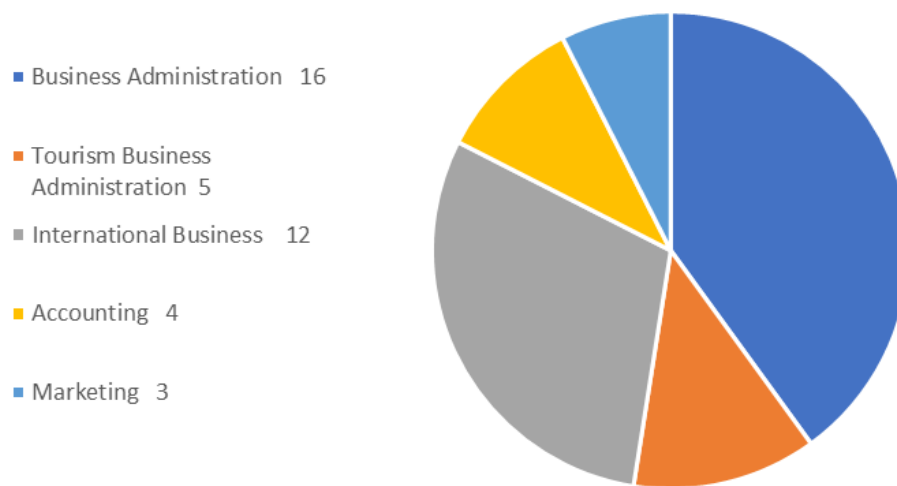
According to the 40 surveys applied to UNACAR students, the results concluded that 16 of the students who carried out their social service during the pandemic belong to the Bachelor's Degree in Business Administration, 12 to the Bachelor's Degree in International Business, 5 to the Bachelor's Degree in Tourism Administration, 4 to the Bachelor's Degree in Accounting and 3 to the Bachelor's Degree in Marketing.

Graphic 7.2

According to the results of the 40 respondents, 24 of the students believed that the University did use measures and alternatives to facilitate the approval and performance of their social service, 16 of them said that they never received support for the performance of their service during the pandemic, which tells us about the misinformation that existed during the confinement and online modality.
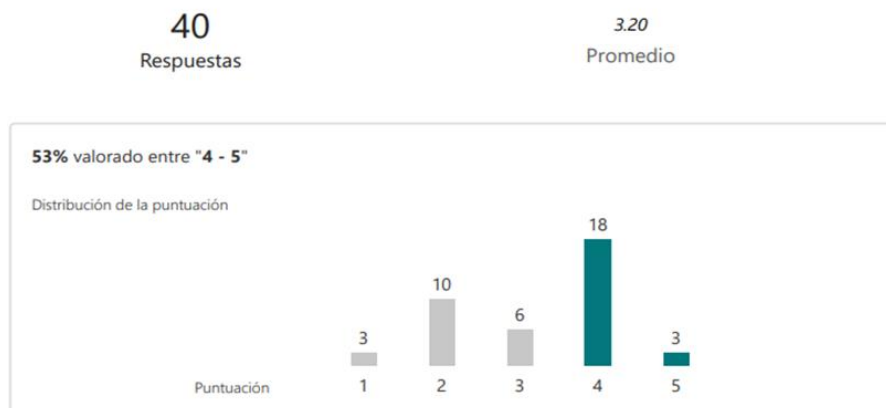
Graphic 7.3

3. Did you receive guidance for social service during the Covid-19 health emergency?

- Yes, the people responsible for...... 21
- No, I never received attention duran... 19
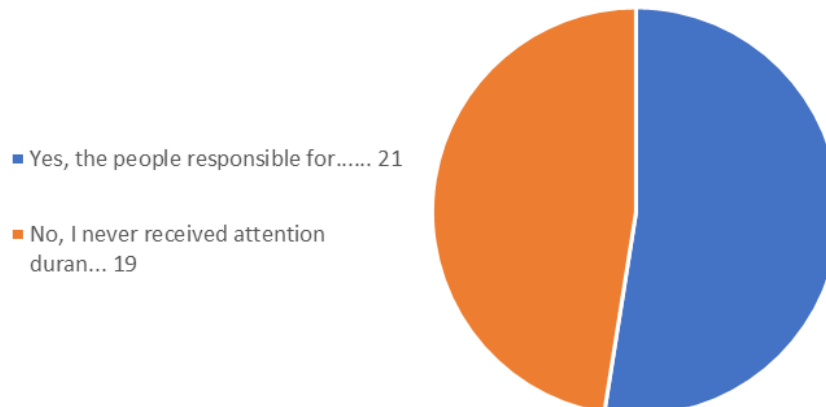
According to the 40 students surveyed who carried out their social service during the pandemic, 21 of them mentioned that they did receive guidance to carry out their social service during the health emergency, since the people responsible showed interest. On the other hand, 19 of the students mentioned that they did not receive care during this process, which made the social service process difficult for them.

Graphic 7.4

4. ¿Qué tan satisfactorio fue realizar su periodo de servicio social durante la pandemia? (En una escala de 1 al 5)

40
Respuestas

3.20
Promedio

53% valorado entre "4 - 5"

Distribución de la puntuación

Puntuación	1	2	3	4	5
	3	10	6	18	3

According to the answers obtained, the students were evaluated on a scale of 1 to 5 the level of satisfaction that was performing the social service during the pandemic, 18 of these students thought that the level of satisfaction was 4, which means a good level, 10 of them thought that the level of satisfaction was 2, This indicates that it was not very satisfactory, for 6 of them they indicated a level 3 considered as a regular level of satisfaction, 3 of the students said that the level of satisfaction was 1, which indicates that it was not satisfactory at all, while another 3 students thought that it was very satisfactory with a grade of 5.
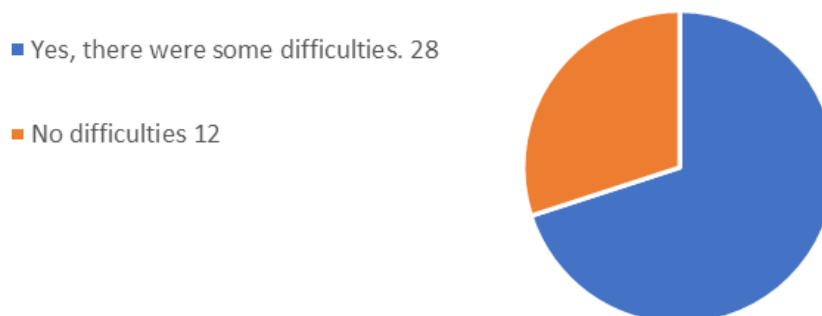
Graphic 7.5

5. Do you consider that the arrival of the pandemic affected or favored the performance of your social service?

- It affected the performance of my social service..... 28
- It favored the realization of my social service... 12
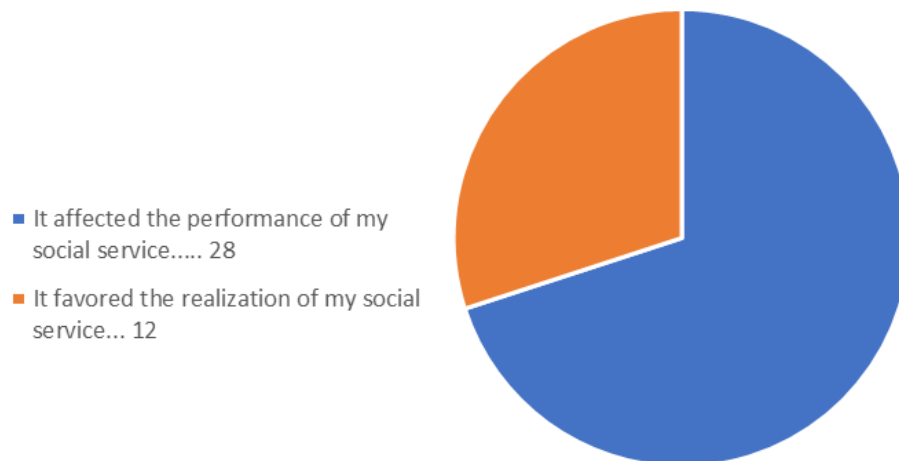
According to the results, of the 40 students surveyed, 28 of them considered that the pandemic affected the performance of their social service, while 12 of the students considered that the pandemic favored them for the performance of social service.

Graphic 7.6
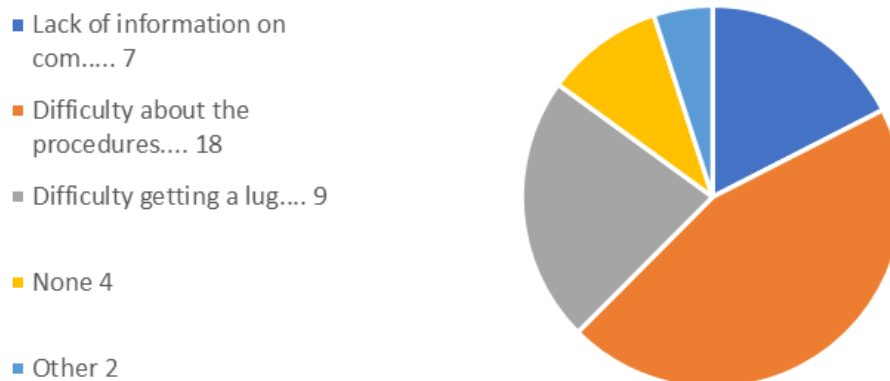
6. Where did you carry out your social service?, did you encounter some difficulties due to the pandemic?

- Yes, there were some difficulties. 28
- No difficulties 12

According to the results obtained in the graph, it can be seen that 28 students did present some difficulty in performing their social service, and 12 students did not present any difficulty.
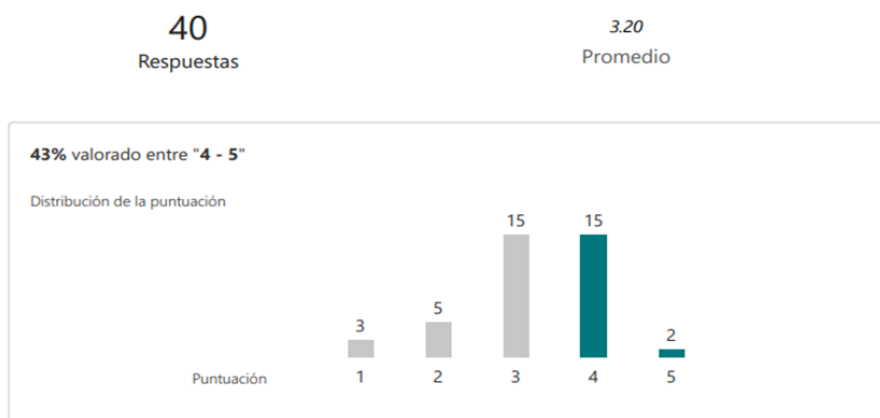
Graphic 7.7

7. What problems did you face at the beginning with your social service?

- ■ Lack of information on com..... 7
- ■ Difficulty about the procedures.... 18
- ■ Difficulty getting a lug.... 9
- ■ None 4
- ■ Other 2

According to the results of the 40 students on the problems that arose when starting their social service, 18 of the students of the FCEA mentioned that the biggest problem was the difficulty regarding the procedures for carrying out the social service, 9 of them presented problems to get a company where to perform the service. 7 of the students mentioned that the lack of information on how to do it was a difficulty in doing the social service, on the other hand 4 of them mentioned that there was no difficulty and finally 2 of them mentioned having another difficulty.
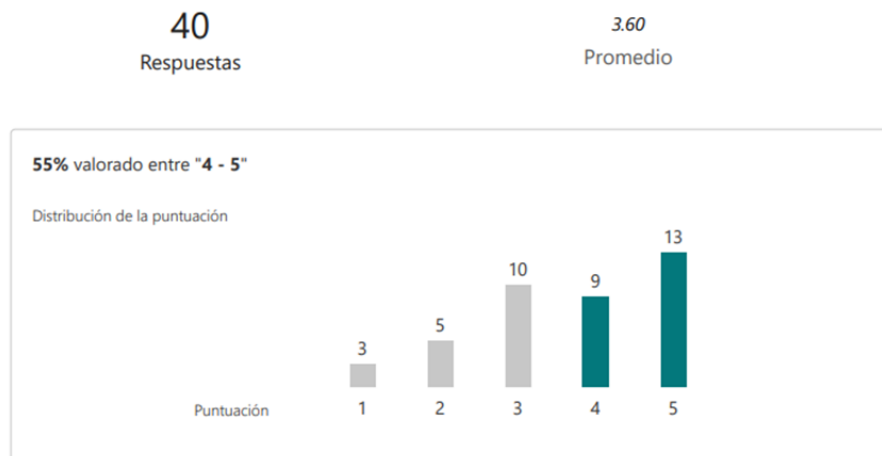
Graphic 7.8

8. ¿En que grado considera que obtuvo la experiencia necesaria durante su servicio social a pesar de la pandemia?

40
Respuestas

3.20
Promedio

43% valorado entre "4 - 5"

Distribución de la puntuación

Puntuación	1	2	3	4	5
	3	5	15	15	2

According to the results obtained from the 40 students on the degree who consider that they obtained the necessary experience during their social service despite the pandemic on a scale of 1 to 5, 3 of them rated it with a 4 and 2 rated it with a 5, so we can conclude that 43% of the students surveyed valued that they had between a 4 and 5 the necessary experience during the pandemic. their social service.
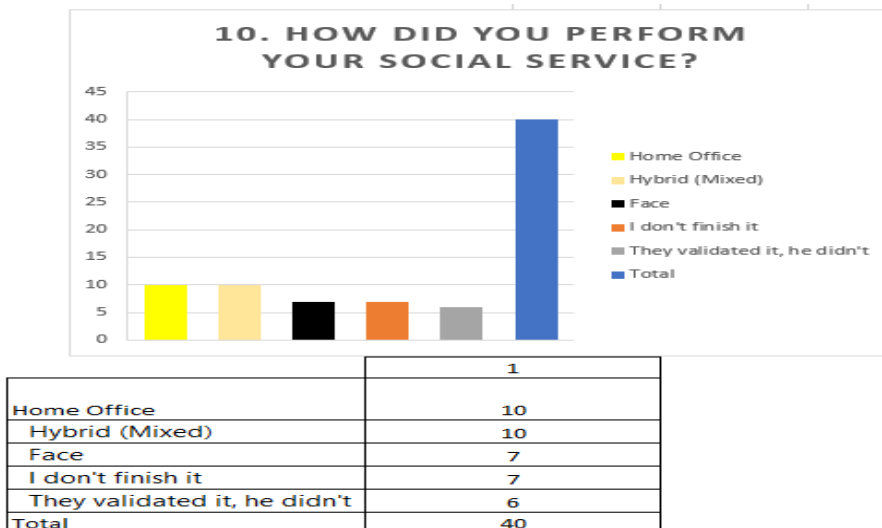
Graphic 7.9

9. ¿Qué tan importante considera que es el servicio social en el futuro para su vida laboral?

40
Respuestas

3.60
Promedio

55% valorado entre "4 - 5"

Distribución de la puntuación

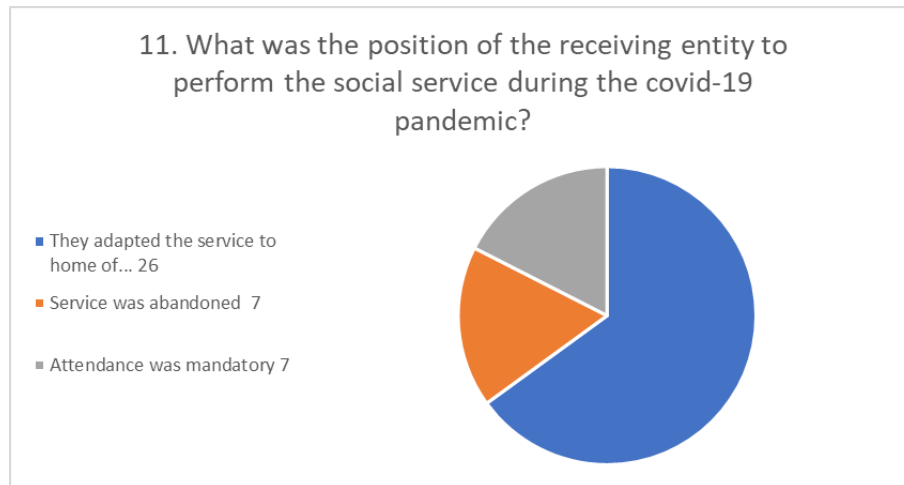| | 13 |
10	
9	
5	
3	

Puntuación 1 2 3 4 5

According to the results of the 40 students on how important they consider social service to be in the future of work, on a scale of 1 to 5, ranging from 1 as not important to 5 as very important, with the result that 3 of them considered that it is not important, 5 of them that it is not very important (2), 10 of them that it is moderately important (3), 9 of them considered that it is important (4) and finally 13 of them that it is very important, so it can be said that 55% of the students surveyed think that social service is very important for their working life.

Graphic 7.10

10. HOW DID YOU PERFORM YOUR SOCIAL SERVICE?

- Home Office
- Hybrid (Mixed)
- Face
- I don't finish it
- They validated it, he didn't
- Total

	1
Home Office	10
Hybrid (Mixed)	10
Face	7
I don't finish it	7
They validated it, he didn't	6
Total	40

According to the results of the 40 students on the way in which they carried out their social service, among the options they were given, the results were as follows: 10 students answered that they carried out their social service via home office, 10 students answered that they did it in a hybrid way, 7 of them did it in person, 7 did not conclude it and 6 validated it and did not do so.

Graphic 7.11

11. What was the position of the receiving entity to perform the social service during the covid-19 pandemic?

- They adapted the service to home of... 26
- Service was abandoned 7
- Attendance was mandatory 7

According to the results of the 40 students on what was the position of the receiving entity to carry out the social service during the Covid pandemic, 26 of them answered that they adapted to the home office service, 7 abandoned the service and another 7 was mandatory attendance, so we can conclude that most of the students surveyed had to adapt to the home office service.

Graphic 7.12

12. From personal experience, what were the lessons learned in social service?

- Discipline
- Communication
- Teamwork
- He didn't get an apprenticeship
- Became organized

According to the results of the 40 students surveyed about what they learned in social service, 14 of the respondents learned to work in a team, 13 learned to be disciplined, 7 of the respondents developed communication skills, 4 of them reported not having any learning and finally 2 became organized.

7.5 Conclusions

With this research carried out we were able to determine that the COVID 19 pandemic as in all areas had a significant impact, in this case of social service most of the students presented problems to be able to perform satisfactorily or as they would have expected to do it, it is something that companies, schools, and people were not prepared and at the beginning making this transition was difficult for everyone, We know that social service is one of the most important parts of every student in their university education, since based on it you get part of the experience that you will have for when you enter the workplace, that is why it was determined based on the information collected that not all students were able to perform their service and obtain the knowledge that would have been expected. This may have an impact on their future as there could be a lack of some knowledge or experience of some students that would definitely have been obtained if their service had been carried out in person.

7.6 References

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