INFORMATION AND DECISION MAKING PROCESS: INSTITUTIONAL ANALYSIS OFFICES IN CHILEAN UNIVERSITIES

Felipe Rivera, Pablo Astudillo, Enrique Fernández

ABSTRACT
This article analyzes the creation and functioning of Institutional Analysis Offices which are increasingly important in Chilean universities. This research is based on interviews and surveys carried out in 13 institutions during 2007. Their main findings indicate that these Institutional Analysis Offices have become central units for information processing, relation to the environment, self-reflection and deviation corrections. Their creation, however, represents some complexities.

Key words: higher education, institutional analysis, organizational self-reflection

1 Dirección de Aprendizaje Institucional, Universidad Alberto Hurtado. Chile. Contacto: frivera@uahurtado.cl