

Volume I. Pages 1349 (24-25 Octuber 2018) ISBN: 978-84-09-04967-7 2018 Published by: Edited By: Forum XXI Articles:

Conference:

International university congress on communication in the profession and at today's university: contents, research, innovation and teaching. **Dates:** Octuber 24-25

DOI:

THEMATIC AREAS:

Part I:

Comunication: Big Data, Digital Marketing, Neuromárketing, Advertising and Public Relations. The audiovisual reality today: Audiences, Videogames, Augmented Reality, cinema, radio, TV and Internet. Literary and journalistic communication: traditional and digital. New forms of organizational expression, new languages and new readings. The Protocol as a use and as a form. The organization, direction and communication of and in the Institutions: Administrations, NGOs, Associations, Companies. Legal realities: Legal news, citizenship, freedom of expression, EuroLegality, harassment. Communication and health: the human face of medicine, Bunout, doctor-patient relationships. *Pages*: 5-400

Part II:

Teaching: The new ways of teaching: contents. The new ways of teaching: strategies. Fieldwork in the classrooms and theoretical framework. ICTs: Literacy and digital culture and new educational policies. Literacy and digital culture and new educational policies. Flipped Classroom, Gamification, E- Learning, M-learning Blended Learning. *Pages:* 402-997

Part III:

Humanism: Anthropology, Economy, Entrepreneurship, Human Geography, History, Heritage and Tourism. Cultural manifestations as human expressions: art, theater, engineering, architecture, literature, music, orality. Philosophy, Politics, Religion, Ethics, Deontology, Semiotics and New epistemologies. Gender and its readings in the 21st century. Psychology, Sociology and Society.

Pages: 999-1156

Part IV:

Innovation: University news: publications of excellence and doctoral work. Social networks, 2.0, 3.0 and 4.0. Emerging themes in Social Sciences, Arts and Humanities. Innovating in pure Sciences. Models and results of entrepreneurship. *Pages:* 1158-1380

Part V:

Investigation:

Lines of research: Work and projects. Research and researchers: models of works, analysis, bibliometrics and future. The latest in non-regulated investigations. Investigating in Pure Sciences and Health.

Pages: 1382-1496

Part VI Miscellany: Prospective and Systemic. New áreas. Pages: 1498-1540

Part VII Digital and Information Literacy Pages: 1542-1553



CUICIID 2018 Volume I. Pages (Octuber 2018) *ISBN: 978-84-09-04967-7* 2018 Published by: Edited By: Forum XXI Articles: Conference:

International university congress on communication in the profession and at today's university: contents, research, innovation and teaching.

Dates: Octuber 24-25

DOI:

THEMATIC AREAS:

Part I:

Comunication: Big Data, Digital Marketing, Neuromárketing, Advertising and Public Relations. The audiovisual reality today: Audiences, Videogames, Augmented Reality, cinema, radio, TV and Internet. Literary and journalistic communication: traditional and digital. New forms of organizational expression, new languages and new readings. The Protocol as a use and as a form. The organization, direction and communication of and in the Institutions: Administrations, NGOs, Associations, Companies. Legal realities: Legal news, citizenship, freedom of expression, EuroLegality, harassment. Communication and health: the human face of medicine, Bunout, doctor-patient relationships.

Table of Contents:

No. 1

Title: From 'Casta' to 'Dedazo'. Linguistic Fetishism in the Reinvention of Political Rhetoric apropos of New Technologies: Twitter

Pages:

Author(s): Artero Abellan, Pablo Agustin

No. 2

Title: Communication strategies in the new economy: the case studies of wallapop, westwing and fotocasa

Pages:

Author(s): Patricia Coll & Josep Lluís Micó

No. 3

Title: SinAzúcar.org: The viral project to visibilize the sugar food that mobilizes the public agenda

Pages:

Author(s): Verónica Crespo Val

No. 4

Title: A study of the website development of agrarian cooperatives based on the eMICA model Pages:

Author(s): Eduard Cristobal-Fransi & Yolanda Montegut-Salla

No. 5

Title: The role of women in the advertising industry in Spain Pages:

Author(s): Óscar Díaz Chica & Begoña Gómez Nieto

No. 6

Title: The naming rights in Spanish theatres. An advertising opportunity for brands Pages:

Author(s): Pablo Díaz Morilla, Andrea Castro Martínez & Juan Salvador Victoria Mas

No. 7

Title: New audiovisual advertising formats: the booktrailer Pages: Author(s): Rodrigo Elías Zambrano

No. 8

Title: Creative communication in hotel and tourism services. A quality perspective Pages: Author(s): Anabela Félix Mateus

No. 9

Title: The exponential disruption of digital communication and its social impact Pages: Author(s): Ariana Paola Herrera Pérez

No. 10

Title: Predictive Analytics in the Music Industry: how to prognosticate to be successful using Big Data

Pages:

Author(s): Armando Marín Ruiz

No. 11

Title: The Multilingual Digital Discourse of Spanish Micro-enterprises and SMEs: Communication Problems and Challenges Pages:

Author(s): Ana Medina Reguera

No. 12

Title: Fake policy on Twitter. Trump strategies as influencer Pages: Author(s): Concha Pérez Curiel

No. 13

Title: CSR Communication: exploring top Colombian companies Pages: Author(s): Belén Rodríguez Cánovas, Ester Martín-Caro & Héctor Coy

No. 14

Title: Communication 2.0: A New Way for Education in Positive Discipline through Mobile Devices

Pages:

Author(s): Ana Rosser-Limiñana, Diana Jareño-Ruiz, María Concepción Torres-Díaz, Alba-María Martínez-Sala & Carmen López-Sánchez

No. 15

Title: Media coverage of the term "protocol" in the Spanish press and analysis of the digital editions of the newspapers *La Vanguardia* and *ABC* during the year 2016 Pages:

Author(s): Julio Salas Blanco & Elisenda Estanyol Casals

No. 16

Title: *Halal* Marketing in Spain Pages: Author(s): Pilar Sánchez-González

No. 17

Title: Brand management implications for consumer tribes Pages: Authors: Paloma Sanz-Marcos

No. 18

Title: Reasons and effects of the Peak TV era Pages: Author(s): José Borja Arjona Martín

No. 19

Title: Experiences within reach. Artificial realities in culture Pages: Author(s): Mónica Barrientos-Bueno

No. 20

Title: Analysis of the conversation in twitter in TV shows: "Thirteen reasons why" Pages: Author(s): Rafael Carrasco Polaino

No. 21

Title: One user, two realities confronted Pages: Author(s): Joaquín David Garrido Parrilla

No. 22

Title: The cinematographic co-production. Case study Ecuador – Spain Pages: Author(s): Verónica González Rentería

No. 23

Title: Representation of the film protagonist through the eyes of young Ecuadorians Pages: Author(s): María Hernández Herrera

No. 24

Title: Trends in the Creation and Production of Spanish Fiction TV Series for VOD Platforms: The Case of *La Zona* (Sánchez-Cabezudo, Movistar+: 2017) Pages: Author(s): María José Higueras-Ruiz

No. 25

Title: Colour and Symbolism in the Anime. Japanese Animation as a Means of Artistic Expression Pages: Author(s): Antonio Horno López

No. 26

Title: Exploring the Taboo and Censorship Limits in Spanish Movies Subtitling into Arabic Pages:

Author(s): Bachir Mahyub Rayaa

No. 27

Title: Bedroom animation: massive digital expression Pages: Author(s): Sebastián Mañas Valle & Tania Rubio Gómez

No. 28

Title: The world of advertising has changed Pages: Author(s): Penélope Martín Martín

No. 29

Title: Social networks: virtual socialization spaces of university students at Ambato Technical University Pages:

Author(s): Mauricio Martínez Arias & Daniela Benalcázar Chicaiza

No. 30

Title: How to make sound accessible for Subtitling for the Deaf and Hard-of-Hearing Pages: Author(s): Silvia Martínez Martínez

No. 31

Title: Women in female iconographies of video games Pages: Author(s): M. Mar Martínez-Oña & Ana M. Muñoz-Muñoz

No. 32

Title: Production companies' transnationalism and the rise of entertainment in the Spanish commercial TV Pages: Author(s): Margarita Medina

No. 33

Title: Visual Immersion and Art Studies: Augmented Reality adoption in Art Practice and *Edutainment* Pages:

Author(s): Amelia Meléndez Táboas

No. 34

Title: The accreditation of healthy mobile applications. the recognition as a healthy APP distinctive

Pages:

Author(s): Mª Ángeles Merino-Godoy, Daniel Martín-Gil & Míriam Sánchez-Alcón

No. 35

Title: Black and White in Cinema and Other Audiovisual Derivations: Symbolism and Aesthetic Option Pages: Author(s): Jaime Neves

No. 36

Title: Real politics and fiction politics. The perfect historical moment to triumph: *House of Cards* Pages: Author(s): Eglée Ortega Fernández

No. 37

Title: The Quipu Project: Connected Bodies and Openness to Testimony in Transmedia Society Pages:

Author(s): Pedro Ortuño Mengual

No. 38

Title: Universal design at the territorial scale. Information technologies as a tool for integrating people with cognitive disabilities Pages: Author: (s) José Peral López

No. 39

Title: Data management in the Spanish media groups: the GDPR Pages: Author(s): Idoia Portilla & Mercedes Medina

No. 40

Title: Shakespeare: From Text to Screen Pages: Author(s): Francisca Portillo Laguna

No. 41

Title: Research Methodology To Study The Audiences Of Television Series Analyzed By Facebook And Twitter

Pages:

Author(s): Soledad Ruano López, Javier Trabadela Robles & M. Rosario Fernández Falero

No. 42

Title: The scientific communication on the radio at the beginning of the second decade of the 21st century: transformations and prospects Pages: Author(s): Francisco-Javier San-Martín González

No. 43

Title: Use of information technologies in the coverage of the earthquakes in Peru (2007) and Ecuador (2016) Pages: Author(s): Juan Pablo Arrobo, María Mendoza Michilot & Abel Suing

No. 44

Title: The images of the death in WW1: the Press and its duty to inform Pages: Author(s): Juan Manuel Barceló Sánchez

No. 45

Title: The writer and his personal brand in social media: Case of a communication strategy for the launch of a novel on *Facebook* Pages: Author(s): Enrique Carrasco Molina

No. 46

Title: On the shoulders of giants: the literary and journalistic references of the new generation of Spanish literary journalists (2008-2016) Pages:

Author(s): Antonio Cuartero Naranjo

No. 47

Title: Transplatform news formats on digital devices Pages: Author(s): Christian Fortanet van Assendelft & Enric Mira Pastor

No. 48

Title: Cyber Journalism on the coast of Ecuador Pages: Author(s): Francie Plascencia, Diana Rivera-Rogel & Isidro Marín-Gutiérrez

No. 49

Title: Evaluation of the infographics posted on Facebook by printed newspapers in Latin American countries during 2017 Pages:

Author(s): Paola Eunice Rivera Salas

No. 50

Title: Narrative journalism in the United States, Latin America and Spain. A historical relationship

Pages:

Author(s): Jorge Miguel Rodríguez Rodríguez & José María Albalad Aiguabella

No. 51

Title: Catalonia's attempt to be independent: comparative study in the Spanish press Pages: Author(s): Ana Virginia Rubio Jordán

No. 52

Title: The Empowerment of the Zoon Politicón, Éjon Lógon, with the Technologies of Communication

Pages:

Author(s): Jorge Francisco Aguirre Sala

No. 53

Title: Constitution, Freedom of Expression, and Social Networks: Building Sexist Hate Speech in Spain

Pages:

Author(s): Ignacio Álvarez Rodríguez

No. 54

Title: The "Artist's Statute": Analysis and Application in a Comparison in a Rasch System of its Integration in the Spanish Political Game Pages:

Author(s): Manuel Blanco Pérez

No. 55

Title: Probatory law in Ecuador: judicial proof in the criminal procedure Pages:

Author(s): Luis Andrés Crespo Berti & Merck Milko Benavides Benalcázar

No. 56

Title: Mexico through its government communication: from the Aztec Empire to the Ley Chayote

Pages:

Author(s): Claudia Cecilia Flores Pérez

No. 57

Title: The (un) protection of women in the Audio-Visual Communication Law. A legal reality in the Spanish scenario Pages:

Author(s): Emelina Galarza Fernández, Aimiris Sosa Valcarcel & Andrea Castro Martínez

No. 58

Title: Tracks to access the public sphere: "Gasolinazo" and its communicative resources Pages: Author(s): Juan Antonio Garza Sánchez

No. 59

Title: The political agenda in Cuba: regulatory elements of the Cuban press system Pages: Author(s): Viviana Muñiz Zúñiga

No. 60

Title: The own education of the misak university against the politics of colombian ethno education

Pages:

Author(s): Libia Esperanza Nieto Gómez, Reinaldo Giraldo Díaz, & Martha Isabel Cabrera Otálora

No. 61

Title: Gender-Sensitive Media: Codes of Ethics Pages: Author(s): Ana Orantos

No. 62

Title: Digital culture for the protection of personal data from childrens and adolescents. Expectations in the Andean community Pages: Author(s): Luis Ordóñez Pineda

No. 63

Title: Infringement of the rights of personality in internet and the private international law of the European Union Pages: Author(s): María Dolores Ortiz Vidal

No. 64

Title: Podcasting project design for the development of citizen competences and peace building in the post-conflict era Pages: Author(s): Angélica Nohemy Rangel Pico & Erika Patricia Ramírez Oliveros

No. 65

Title: Freedom of Expression in Serbia. One condition to the consolidation of democracy Pages: Author(s): Teresa Cierco & Rafael Marfil-Carmona

No. 66

Title: 'Fake news': towards a method to identify disinformation in Europe Pages: Author(s): Rubén Rivas de Roca García

No. 67

Title: Legal problems of the use of social networks in educational methodologies relative to Data Protection Law Pages: Author(s): Itziar Sobrino García

No. 68

Title: Cultural rights in Ecuador: challenges that our country faces Pages: Author(s): María Eugenia Torres Sarmiento

No. 69

Title: Education in healthy lifestyles to patients living with HIV: updating from new theoretical and methodological perspectives Pages:

Author(s): Freddy Andrés Barrios Arroyave

No. 70

Title: Healthcare professionals face the immanence of death embedded in scientific progress and the digital revolution Pages:

Author(s): Rosa García-Orellán

No. 71

Title: Media literacy, advertising and nutrition: Projection of values and models in the construction of identity in children Pages:

Author(s): Gloria Jiménez-Marín

No. 72

Title: Gray literature: "noise" in the process of marketing and communication in the prospects of medicines

Pages:

Author(s): Ángel López Gutiérrez & María Julia Bordonado Bermejo

No. 73

Title: Interdisciplinary communication in the occupational health assessments of oil industry workers in Brazil

Pages:

Author(s): Lilian Monteiro Ferrari Viterbo, Maria Alzira Pimenta Dinis & André Santana Costa

No.74

Title: Social research of andrade's syndrome."Comparison of the endemic focus of fap in póvoa de varzim (Porto, Portugal) with valverde del camino (Huelva, Spain)" Pages:

Author(s): Inmaculada Montérdez Santos

No. 75

Title: The nursing and the stigma of palliative care in oncology units Pages: Author(s): Diana Marcela Ochoa Tamayo & Rosa García-Orellan

No. 76

Title: The influence of corporatism in the definition of the professional journalist. The Spanish case. From the 19th century to the XXI Pages: Author(s): Ángela Belmar Talón

No. 77

Title: Communication organization as an instrument of linkage in a hei Pages: Author(s): Yolanda López Lara & Sergio Manuel de la Fuente Valdez

No. 78

Title: Hybrid radio as a new radio model that joins broadcast and broadband Pages: Author(s): José Antonio Sánchez-Hernández

No. 79

Title: "News doesn't interest me": Exploring Reasons for News Avoidance in Spanish Digital Users Pages:

Author(s): Javier Serrano-Puche

No. 80

Title: Nomadism and melancholy or the persistence of Ithaca. Theo Angelopoulos in "Ulysses' gaze" Pages:

Author(s): Rita Vega Baeza

No. 81

Title: Perception and consumption of brand podcast among university students of the Community of Madrid

Pages:

Author(s): Julio Alard Josemaría

No. 82

Title: Culture, language and reading the narratives of the new technologies Pages: Author(s): Marisa Avogadro Thomé

No. 83

Title: Revision and prospective of Visuality in the European Communication Monitor 2017 Pages: Author(s): Beatriz Peña Acuña

No. 84

Title: Communication and management. The construction of the Communication Audit Pages: Author(s): Sergio Ricardo Quiroga

No. 85

Title: The Smartphone in Professor's Organizational Communication Pages: Author(s): Alicia Cristina Silva Calpa

No. 86

Title: The Interpretation of the Non-Verbal Communication of Arab Speakers Pages: Author(s): Patricia Vela Moreno & Bachir Mahyub Rayaa

No. 87

Title: New Trends in Public Communication of Science Pages: Author(s): José Javier Vera Gómez & Delfina Roca Marín

No. 88

Title: Channel 9: from the influence of a medium, to a medium with influence Pages: Author(s): Alfonso de la Quintana García

No. 89

Title: Social Impact of University Science Popularization Pages: Author(s): Ricardo Hernández Cardeñas & Delfina Roca Marín

No. 90

Title: The protocol as an organizational communication tool: specific advantages of the organization of acts as a public relations technique. Pages: Author(s): Marta Pulido Polo

No. 91

Title: Hybridization of reality TV show with advertising. Case study: *El jefe infiltrado* Pages: Author(s): Basilio Cantalapiedra Nieto & Pablo Aguilar Conde

No. 92

Title: Convergences between the music video and the television production of musical performances: live music videos in the Eurovision Song Contest.

Pages:

Author(s): José Patricio Pérez Rufí

No. 93

Title: Communicative and relational management of quality and environmental certificates in nautical sports entities

Pages:

Author(s): Paula González Redondo

No. 94

Title: Slow journalists in digital media. The cases of *Jot Down*, *Gatopardo* and *The New Yorker* Pages:

Author(s): Alba Sabaté Gauxachs, Josep Lluís Micó Sanz, Míriam Díez Bosch & Ramon Llull University

No. 95

Title: Use of Framing in Communication about Health Issues and its effect on Attitudes, Impact and Decision Making

Pages:

Author(s): Adoración Antolí Cabrera, Fátima Cuadrado Hidalgo & Carmen Espejo Durán

No. 96

Title: Political bias and journalistic opinion genres: the editorial Pages: Author(s): Álvaro Ramos Ruiz & Ismael Ramos Ruiz

No. 97

Title: The ideological bias in the Spanish general elections: the electoral spots Pages:

Author(s): Álvaro Ramos Ruiz & Ismael Ramos Ruiz

No. 98

Title: Magazines for women or high-end women 's magazines? Pages: Author(s): Ruth Gómez de Travesedo Rojas & Ana Almansa Martínez

No. 99

Title: Management of organizational communication and public relations through the denominations of origin: a case study around the "DOP Vinos de Madrid" (Madrid Wines PDO) Pages:

Author(s): Marta Pulido Polo

No. 100

Title: Institutional communication, flamenco and heritage of humanity. Analysis of the candidacy before UNESCO

Pages:

Author(s): Fernando Martínez Vallvey, Andrés Mellado Segado & Víctor Núñez Fernández

No. 101

Title: The breaking of the spiral of silence in Catalonia. The role of Sociedad Civil Catalana Pages:

Author(s): Joaquín Marqués-Pascual & Marta González Peláez

ISBN: 978-84-09-04967-7

Mexico through its government communication: from the Aztec Empire to the *Ley Chayote*

Claudia Cecilia Flores Pérez Universidad Autónoma de Zacatecas MEXICO <u>Claudiacecy.flores@gmail.com</u>

Abstract: Despite their vast experience displayed through the history in the field of government communication, today persist in Mexico serious problems on their exercise, same that lead to the lack of clear policies that allow to manage the different organs of government manage information with uniform and transparent criteria toward society, powers and other political actors, social and cultural rights, with which they interact. Since the Aztec Empire, until today, the establishment of such policies has resulted in a constant struggle from various trenches, counting in the best of cases, with a weak support of the authority in turn, but in most of them, with its veto and total rejection. In this sense, the modern history tells us that from almost fifty years ago has been discussing the importance of the definition of the main lines of action information as well as the liability of the various sectors with regard to the transparency and accountability. However, to the return of many decades, the legislation on the matter remains by other poor, despite the recent enactment of the General Law of Social Communication, called by its detractors *Ley Chayote* (in allusion to the bribery that receive in Mexico the media and journalists colluding with the government), it has not done anything else other than to delve into the legal voids and existing social.

Key – Words: Mexico – government – history - government communication – Ley Chayote

1 Introduction

Government communication –also called social communication and public communication– should be understood as the communication issued by government authorities, in order to establish a direct relationship with their governed, in the purpose to report on their works, actions, plans and programs, opening feedback channels for optimization. These actions must respond to diverse needs, among which they emphasize, to keep the population informed about the activities carried out in their communities, colonies and municipalities; As well as to summon their attention in efforts of common benefit.

This informative task must ensure the permanent access of the population to the deep knowledge of what the government does, to strengthen their participation and to encourage each citizen to have sufficient elements to evaluate the work government, safeguarding the right to information at all times.

To communicate is to govern –it has always been said– and to communicate efficiently is also to govern in an extraordinary way, and when citizens are involved, they are governed in a democratic, responsible and transparent way, generating certainty in the citizenry.

In this context, Mexico, with a long history in the field of government communication, has traveled from the genuine informative efforts, to the outrageous spending on publicity for the promotion of the public image of some rulers.

From the Aztec Empire –through the Colony, the Insurgency, the First Empire and the Federal Republic, as well as the reform, the Porfiriato, and the Revolution–, to the contemporary Mexico (from General Cardenas to the *Ley Chayote*), the struggle has always been fought constant between duty and self, between transparency and opacity, and between accountability and impunity.

Until today, the opacity of public events has been the perverse means for the flourishing of abuse of power, of the brutal violation of human rights, of corruption and of unlawful illegality, thereby generating a systemic problem, as has been pointed out by recently the Inter-American Commission on Human Rights, on the escalation of violence in Mexico.

In scope of the foregoing, and as a result of a series of social claims that increased over the past five years, in relation to the exacerbated spending on official publicity of the federal executive, the Supreme Court of Justice of the Nation, ordered the Legislative regulation the eighth paragraph of article 134 constitutional, in order to curb the discretion with which the resources were exerted in this area, in order to curb the discretion with which resources were exerted in this area, giving resolution to a shelter promoted by non-governmental organizations.

In this way, on May 11, 2018, the president Enrique Peña Nieto published the General Law of Social Communication, renamed by its detractors as *Ley Chayote*, causing a strong controversy with the specialized agencies in the field, among which highlights Article 19, who believes that the fight for informative and regulatory transparency, has been a failed fight, ensuring that this law will not curb the discretionary allocation of public resources, nor its misuse for proselyting purposes, so it is violated by the constitutional mandate. Such an international controversy has caused its promulgation, which even Jan Jarab, representative in Mexico of the United Nations High Commissioner for Human Rights (UN-DH), said that "with its approval, the opportunity to regulate the use of the Official publicity "; perpetuating the existing large gap, and making clear that the establishment of such policies will continue to be an outstanding issue on Mexico's public agenda.

2 Problem Formulation

In Mexico, talking about government communication policies is talking about a recent phenomenon, compared to the emergence of the modern state, but there is evidence of the historical relationship between the development of the press, the demand for information from the society and the creation of the so-called social communication offices, whose current structure and functions begin to be very questioned by their inoperability [1], despite the recent promulgation of the General Law of Social communication-known as *Ley Chayote*-, whose appearance has been preceded insistently by the concepts of transparency, access to information and accountability.

The legal loopholes and the scarce and confusing regulation on the subject, cause a total absence of these policies, as we observe in the national development plan 2013-2018, which does not even contemplate them directly in any of its guiding axes, because only reference is made to transparency and accountability in the first national goal "Mexico in peace", in the objective "I. 1". Diagnosis: Mexico demands a stronger and more effective social pact, stating that:

Transparency and access to information must be a tool to improve public accountability, but also to combat and effectively prevent corruption, encouraging citizens participation in decision-making government and in respect for the laws. Thus, corruption is not an isolated phenomenon but the consequence of different forms of transgression into the rule of law, so it cannot be effectively fought by only chasing individuals who have committed faults, but by building guarantees and creating comprehensive policies to reduce these behaviors [2].

These omissions generate irregular social communication structures that in most cases are not considered in the regulations, organizational manuals, or organizational charts of the federal public sector dependencies, provoking on the one hand, a lack of commitment and follow-up to the tasks entrusted by the owners; And on the other, a paralysis of society, in the face of the empty informative constants [3]. Likewise, the expense of advertising resources and the discretion with which they are exercised-in the name of social communication-produce a social unrest that has scaled significantly during the constitutional mandate of the current president.

Therefore, it can be observed that throughout the contemporary history of this country, it has not been possible to build a comprehensive model of governmental communication that benefit in an informed society-truthfully and opportunely-through clear and specific programs that are translated into instruments of transparency in the exercise of power and in a public ethic

that comes to legitimize government activity, thus generating a factor of participation and strong social recognition. In addition, with the publication of the *Ley Chayote*, it is more than clear that the establishment of government communication policies will continue to be an outstanding issue on Mexico's public agenda, perpetuating corruption.

3 Problem Solution

With the arrival to the power of the new president of the republic, on December 1, 2018, the so-called *Ley Chayote* must be repealed before it enters into force (1 January 2019), to make way for the construction of consensus among the different social actors.

In this sense it will be necessary to recognize that the political, social and economic conditions that favored the old model of communication have changed, and the persistence of its old forms produces decreasing yields and it violates the governability.

Today more than ever, government information must be translated into a public and national interest that benefit in effective social communication, given its strategic and conciliatory nature. Therefore, it urgently needs to be conceived, designed and implemented under the public policy approach, considering the use of information as a determining tool to disseminate in a timely and truthful way, the actions carried out by the government, guaranteeing transparency and accountability at all times, in frank, frontal and constant struggle against impunity.

Communication generates empathy and provokes favorable reactions and actions on the part of the population towards the proposals of work and the actions of the authority, since the greater the accurate and pertinent information that is generated, the greater the confidence will be; And the confidence built in communication must be used in times of crisis like the one currently living in the country: a crisis of credibility, insecurity and values, which so many deaths has taken over the last few years.

4 Conclusion

Today, cannot be conceived any political system and legitimately democratic that did not give a prominent place to the government communication, which does not consider it as one of its substantive work, as a public function inescapable and of the greatest importance [4].

It must not be considered never more as a mere instrument of control against the mass media, nor against the society, but on the contrary, must respond directly to the needs and alternatives that have the society for their development and for the strengthening of its political coexistence.

Should be then, as the fundamental premise for the healthy relations political-social of Mexico, but also as a moral principle, as it must be at the same time a permanent practice and an ethical value to regulate the actions of the public institutions of the country [5].

In this regard, will have to be revalued by politicians and rulers contemporaries as an invaluable tool to access directly to the citizenship, measure their level of satisfaction and meet their expectations; including, may be regarded as a weapon that is much more efficient than the use of force, who spoke Machiavelli.

In this way, the government communication must recoup as an instrument of transparency in the exercise of power, a sort of rule of public ethics that come to strengthen the legitimacy of the government activity [6], since the population informed is less vulnerable to the rumor, disinformation, to destabilization and to mistrust, since through the communication is generated a positive climate, as the guarantor of its principles and values, labor and welfare.

From now on, the federal government must have among its principal functions, which the whole population knows and evaluate his work, in addition to providing sufficient and adequate information to all the inhabitants of the country, in order to promote their participation in the work of government and can thus require an honest administration and effective, in addition to the correct application and efficient use of public resources.

Therefore, the definition of policies of government communication in Mexico must cease to be a pending issue in the public agenda.

References:

- [1] Flores-Pérez, C. C. (2010). *La comunicación social en México: Un modelo inacabado.* (Tesis inédita de doctorado). Instituto Internacional del Derecho y del Estado, Zacatecas, México.
- [2] Plan Nacional de Desarrollo 2013-2018. México.
- [3] Flores-Pérez, C. C. (2018). Derecho a la información y rendición de cuentas para la gobernabilidad en México: un enfoque desde la comunicación social. In M. Camacho, & E. Camarero (coords.), *Nuevos tratamientos informativos y persuasivos* (pp. 81-94). Madrid, España: Editorial Tecnos.
- [4] [5] Tello, E. (1996). Comunicación, sociedad y gobierno, en el estado de México. *Revista Razón y Palabra, 1*. Retrieved from https://oldversion.razonypalabra.org.mx
- [6] De Masi, O. (2001). Comunicación gubernamental. Argentina: Editorial Paidós.