



## sumario

	<i>Págs.</i>
I. SECCION DOCTRINAL ... ..	7
MIGUEL FIGUEIRA LOURO: Suspensión/impugnación por la Administración de acuerdos ilegales de las Corporaciones locales.	9 X -
ALBERTO VERA FERNÁNDEZ-SANZ: Aspectos de la actividad informante en la Administración local. En torno a una nueva regulación ... ..	67 y -
MIGUEL-ANGEL LADERO QUESADA e ISABEL GALÁN PARRA: Las Ordenanzas locales en la Corona de Castilla como fuente histórica y tema de investigación (siglos XIII al XVIII) ... ..	85 X -
EDUARDO COCA VITA: ¿Son legalmente posibles las Mancomunidades interinsulares parciales en Canarias? ... ..	109 X -
II. CRONICAS ... ..	117
JOSÉ FARIÑA JAMARDO: El Concejo abierto en las aldeas de A Limia ... ..	119 -
III. ESTADISTICA ... ..	141
IGNACIO BALLESTER ROS: La evolución de la población del País Vasco en el período 1900-1981 ... ..	143 X -
IV. JURISPRUDENCIA ... ..	159
1. <i>Comentario monográfico</i> ... ..	161 X -
NEMESIO RODRÍGUEZ MORO: Variación de los Planes de Urbanismo e indemnización a los perjudicados en sus derechos adquiridos ... ..	161 -
2. <i>Reseña de sentencias</i> ... ..	171
V. BIBLIOGRAFIA ... ..	187
VI. REVISTA DE REVISTAS ... ..	195

1. The first step in the process of identifying a problem is to recognize that a problem exists. This is often done by comparing current performance with a desired state or goal. For example, a manager might notice that sales are declining or that customer satisfaction is low. Once a problem is identified, the next step is to define it more precisely. This involves determining the scope of the problem, its causes, and its potential consequences. A clear definition of the problem is essential for developing an effective solution.

2. The second step is to gather information about the problem. This can be done through a variety of methods, including interviews, surveys, and data analysis. The goal is to understand the problem from multiple perspectives and to identify the underlying causes. For example, a manager might interview customers to learn about their concerns or analyze sales data to identify trends. Gathering information is a critical step because it provides the foundation for developing a solution.

3. The third step is to generate potential solutions. This involves brainstorming ideas and evaluating them based on their feasibility and effectiveness. A manager might consider different strategies, such as increasing marketing efforts, improving customer service, or changing the product. Each potential solution should be evaluated against the problem's requirements and the organization's resources. This step is often the most challenging because it requires creative thinking and the ability to weigh different options.

4. The fourth step is to select a solution. This involves choosing the most promising option based on the information gathered and the evaluation process. A manager might choose a solution that is most likely to address the problem's root causes and that is also feasible given the organization's resources. Once a solution is selected, the next step is to implement it. This involves developing a plan, assigning responsibilities, and monitoring progress. Implementation is a critical step because it determines whether the solution is actually put into practice.

5. The final step is to evaluate the results of the solution. This involves comparing the current performance with the desired state and determining whether the problem has been resolved. If the problem persists, the manager may need to re-evaluate the solution and try a different approach. Evaluation is an ongoing process because the results of a solution may change over time and may require adjustments. This step is essential for ensuring that the solution is effective and sustainable.



REVISTA  
DE  
ESTUDIOS  
DE LA  
VIDA LOCAL

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I. SECCION DOCTRINAL

