

Validation of measuring individual performance of microfinance consultants

Validación de la medición del desempeño individual de los consultores de microfinanzas

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Abstract

This research main objective Determines ITS to: Validate Whether job satisfaction and the training of consultants influence the individual performance of the advisors of the Microfinance Institutions of Ciudad Obregon, Sonora, as well as Tuxtla Gutierrez, Chiapas. To Achieve esta objective, the research will be Carried out using the statistical software empirically SPSS version 21. The variables under study will be operationalized ACCORDING TO the Proposed hypothesis for the validation of the measurement instrument. In the review of the literature, no support was found for the instrument validity of the hypothesis, there is no information tAbout the hat exists behavior of the advisors' performance, Which Directly Attend the accredited in the micro-financial Institutions. The results show That the measurement instrument you measure the internal consistency and the items to be Measured Variable through the exploratory factor analysis test, Cronbach's alpha the, KMO, and Barlett's test confirming the internal validity of the instrument. With 62.58% Total measurement of variance explained.

Validation, Instrument, Individual performance, Advisors, Microfinance

Resumen

Con esta investigación se tiene como objetivo principal: Validar si la satisfacción laboral y la capacitación de los asesores influyen en el desempeño individual de los asesores de las microfinancieras de Ciudad Obregón, Sonora, así como de Tuxtla Gutierrez, Chiapas. Para lograr este objetivo la investigación se realizará de forma empírica de corte transversal utilizando el software estadístico SPSS versión 21. Se operacionalizarán las variables objeto de estudio en función a la hipótesis planteada para la validación del instrumento de medición. En la revisión de la literatura no se encontró un instrumento de apoyo para la validez de la hipótesis, debido a la escasez de información que existe sobre el comportamiento del desempeño de los asesores, que atienden directamente a los acreditados en las micro financieras. Los resultados permiten comprobar que el instrumento de medición presenta consistencia interna y los ítems miden la variable que se desea medir a través de la prueba del análisis factorial exploratorio, el alpha de cronbach, KMO, y prueba de Barlett confirmando la validez interna del instrumento de medición con un 62.58% de varianza total explicada.

Validación, Instrumento, Desempeño individual, Asesores, Microfinancieras

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Introduction

According to the United Nations Organization for Food and Agriculture (2000) from time immemorial, one of the problems of rural populations has been the lack of access to credit. These people need credit to invest in their small businesses, to smooth consumption and to reduce their vulnerability to atmospheric disturbances and economic crisis.

Commercial banks have not heeded credit demands low-income people who are unable to provide physical collateral, but can be solvent (Hollis and Sweetman, 1998).

Thus, the emergence of microfinance are those financial institutions whose primary function to provide financial services such as savings and popular credit aimed at poor people (Yunus, 2008).

Also, MFIs are financial services geared towards the development of small economies, especially micro and loans, insurance savings to low-income households, especially to encourage inclusion for those sectors usually excluded from traditional commercial banking. (Cuasquer, Maldonado, 2011; Angrino, 2016).

This research aims to validate the measuring instrument to be applied later to analyze the influence of job satisfaction as well as training in the performance of individual consultants working in microfinance in Ciudad Obregon, Sonora and Tuxtla Gutierrez, Chiapas Whereas in the literature review we have not found documents that validate this influence of this group of people, a fundamental part of the same operation of microfinance institutions. This research will be done empirically cross section using SPSS statistical software version 21. The variables studied were operationalized according to the hypothesis for validation of the measurement instrument.

The validity of the instrument will be carried through testing exploratory factor analysis, Cronbach's alpha, KMO and Barlett test later to start the implementation of the questionnaire items arising after this validation. This research is divided into 5 sections. In the first introduction justification presented by exposing the problem, hypothesis and research objectives. In the second the analyzed theoretical framework follows.

The third methodology are presented; in the fourth study results and the fifth discussion of the findings and conclusions and possible future research is done.

Justification

The importance of this research lies in highlighting the importance of studies on the influence of variables such as job satisfaction and training in the performance of individual consultants working in microfinance.

Staff counselors are very important because they are precisely those caring for vulnerable groups excluded from the traditional banking sector who attend such institutions to apply for microcredit and to start or improve their microbusinesses, even to cover their personal expenses.

Reviewing the literature are documents on user satisfaction of microcredit (Perez and Uribe 2009, Lacalle, 2008), also a closeness in the investigation having as general objective to determine the influence of service quality on customer satisfaction of Financiera Compartamos SA - Agencia Casa Grande 2015.

The results were compared to customer satisfaction indicating the total average level of satisfaction and greater amplitude was found to be 51% which is considered a high level which results nonconformity and dissatisfaction were obtained in the subject delay disbursements 37.7% disapproval, lack of incentives with 31.1% and finally the location of the agency with a 31.3% (Faccio, 2016); also another research with the aim of designing a loyalty program for business advisers belonging to the Microfinance Business Management (Alvarado, Campos, Rods, 2017), but also on the evaluation results to advisers present,

This research provides a measuring instrument validated Through the testing of exploratory factor analysis, Cronbach's alpha, KMO and Barlett test to determine the influence that has between job satisfaction and training of advisers with the individual performance of microfinance advisers.

Also, it is expected that this investigation is an input for application not only in microfinance in Ciudad Obregon, Sonora and Tuxtla Gutierrez, Chiapas, but also at the national level for managers of microfinance not only have documents on meeting users of microcredit and its economic impact, but also the feel and performance of individual consultants who are fundamental to the proper functioning of an institution such as microfinance. Itself in the State of Sonora are null studies have been especially performed on variables advisors with proposals arising from the validation of the measurement instrument, the subject of this investigation.

Problem

According to (Virreira, 2010), microcredit is the name given to those programs that provide small loans to poor people, in order to carry out projects that generate income and self-employment.

On the other hand (Lacalle, 2008) defines microcredit as a financing instrument for development that aims to reduce poverty levels in the world.

Of the two previous authors you can say that microcredit is a small loan to needy people to start a business.

Precisely by targeting poor people, it is important that advisers who are serving these people demonstrate good individual performance, but the problem that exists is that there are no documents to validate the information related to performance advisers considering the influence they can have job satisfaction and training them.

As mentioned (Moreno, 1997), "the figure of the adviser could be defined as that of a facilitator, observer or mentor, as the person who leads, guides, helps find solutions and streamline processes of change and improvement"

Highlighting the qualities mentioned on the functions of an advisory and according to the problem, the need first validation of an instrument for measuring the performance of individual consultants then emerges and once an instrument for presenting internal consistency and can confirm the internal validity, advisers of microfinance located in Ciudad Obregon, Sonora and Tuxtla Gutierrez, Chiapas, is subsequently proceed with its application for a document that can be input for further research is obtained .

Research Hypothesis

Considering the theory analysis on microfinance and according to the subject matter of this investigation the measuring individual performance of microfinance consultants is validated.

Job satisfaction and training: the general hypothesis and the graphical model (Figure 1) through software SPSS version 21, which researchers proposed in order to explain the influence of the dependent variable individual performance by the independent variables is presented advisers.

Job satisfaction (SL) and training (CA) determine the influence on the performance of individual consultants (DIA) of microfinance.

(Y) Dependent Variable: Individual Performance advisers

(X1) Independent variable: Job Satisfaction

(X2) Independent variable: Training Advisory

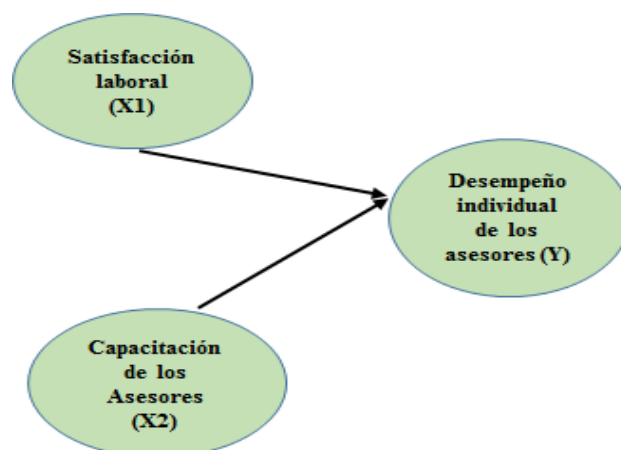


Figure 1 graphical model
Source: Prepared by 2018.

Research Objectives**General Purpose Research**

Validate whether job satisfaction (SL) and training of counselors (CA) influence individual performance of consultants (DIA) of microfinance in Ciudad Obregon, Sonora and Tuxtla Gutierrez, Chiapas.

Specific objectives

- Consular databases to determine whether job satisfaction influences the performance of individual consultants microfinance.
- Consult databases to determine whether training affects individual performance of micro financial advisers.
- Create the measuring instrument to identify the influence of job satisfaction and training of advisors with the measurement of individual performance of microfinance advisors.
- Validate the measuring instrument to identify the influence of job satisfaction and training of advisors with the measurement of individual performance of microfinance advisors.

Theoretical framework

Next, concepts and analyzed empirical studies presented Dependent Variable Individual Performance Advisors (DIA) and the independent variables Job Satisfaction (SL) and Training Advisors (CA).

Individual performance advisors

"The performance appraisal is an essential strategy in managing people in organizations, being especially relevant in situations of economic crisis like the present. Performance evaluation plays a dual role in organizations. On the one hand, contributes to the improvement of organizations to facilitate the achievement of organizational goals of efficiency, effectiveness and transparency, on the other hand, affects the motivation of workers through involving them in the process, received through feedback about their performance, enabling them to improve, be recognized and rewarded " (Diaz, Hernandez, Island, Delgado, V. Diaz, and Rosales 2014).

"Evaluate job performance is essential for any organization to know the results of work of each of their employees, but has never been an easy task and often the evaluation of the performance leaves much to be desired in the same practice management companies, under which an activity in which subjective considerations that hinder the evaluation itself and attach importance to elements that do not directly relate to the actual performance of workers "(Montejo, 2001) intermingle.

The issue of individual performance for years has been analyzed in different investigations mainly in small, medium and large enterprises, from different points of view, but has not been considered from the perspective of the advisers of microfinance, which makes this interesting research institutions such be known as a fundamental part in the financial sector that supports the inclusion of people who have not been addressed in the traditional financial sector.

Which allows to know the main part of these institutions such as the performance of individual consultants is important because they are the ones that cater directly to borrowers who flock to the application for microcredits, vulnerable people and sometimes of little or no education level.

Work satisfaction

"There is now consensus that the organizational climate and job satisfaction are key variables in the management of organizations. However, it is unclear what specific effects that these variables on individual job performance in general are, nor on specific aspects of performance such as normative behavior, productivity and social relations "(Rodriguez, Retamal, Lizana, and Cornejo ., 2011).

A study that analyzes and discloses the relationship between job satisfaction and productivity to a group of workers in Chile, (Chiang and Ojeda 2011) which concludes held that the dimensions of job satisfaction overall satisfaction in the relationship with the boss and satisfaction with recognition they have a statistically significant relationship with productivity.

For this research, the independent variable of job satisfaction will be evaluated from the perspective of each participant advisor, considering the experience on the job, their skills and power of communication and teamwork.

Training consultants

"The performance and overall productivity depend heavily on their ability and agility to solve problems. Therefore, a new relationship between competition and Vocational Training, and are creating new dimensions in the development of human capital." (Salas, 2012).

There are institutions that provide training and carry programs aimed parallel to entrepreneurs seeking microloans, (Beckerman, 2009) in which it is possible to identify different behavior among borrowers who received such training and those without, on two key indicators for sustainability of the institution, such as their behavior in arrears and bad debts

As in the other variables are reviewing the literature documents, but from another perspective not directed towards training advisers microfinance.

Research Methodology

Analyzed according to the literature and to meet the overall objective of research and testing of hypotheses proposed theoretical model type and design of research is presented.

Type of Research

Research is considered descriptive because it seeks to validate a measuring instrument through testing exploratory factor analysis, Cronbach's alpha, KMO and test Barlett later begin with the application of questionnaire items resulting after this validation. It also is transversal conducted in 2018.

Research Design

Derived from the nature of the research is considered a non-experimental study according to Hernandez, Fernandez and Baptista (2014) these investigations are presented as they occur in the real world.

Method of Analysis Research

To determine the influence of job satisfaction (SL) and training consultants (CA) on the performance of individual consultants (DIA) of microfinance, a team of 24 items distributed as follows questionnaire was drawn up: 6 items for the independent variable job satisfaction (SL), 9 items for the independent variable training of counselors and 9 items for the dependent variable performance of individual consultants (DIA) which were written by researchers based on the review of Literature. was used Likert scale for the construction of variables, predominantly 4 levels where:

- 1 (always)
- 2 (almost always)
- 3 (regularly)
- 4 (Never)

Procedure This research was conducted as follows:

- Databases were consulted to determine whether job satisfaction influences the performance of individual consultants microfinance.
- Databases were consulted to determine whether the training of counselors influences individual performance of micro financial advisers.
- A measuring instrument was designed to identify the influence of job satisfaction and training of advisors with the individual performance of micro financial advisers.
- The measuring instrument through testing exploratory factor analysis, Cronbach's alpha, KMO and Barlett was validated to confirm the internal validity of the measuring instrument.

He used the SPSS software version 21

He analyzed the statistical results to obtain findings and conclusions.

Results of the investigation

Then the results of this research are presented:

Validity of the measuring instrument

When performing literary research to select items that confirm each variable analyzed the exploratory factor analysis (AFE) we were performed. According to Rositas (2014) This analysis verifies that each variable or construct is integrated for each item or questions in the measuring instrument are consistent with the analysis subtracted obtained by the SPSS software.

Then the result of the AFE is presented:

Components	Components		
SI1	0.516		
SI2	0.744		
SI3	0.758		
SI4	0.534		
SI5	0.724		
SI6	0.791		
Ca7		0.810	
Ca8		0.818	
Ca9		0.612	
Ca10		0.566	
Ca11		0.861	
Ca12		0.804	
Ca13			0.849
Day 14			0.721
Dia15			0.702
Dia16			0.835
Day.17			0.614
Day18			0.622
Day.19			0.829

Table 1 Main components rotated matrix the varimax method. Prepared SPSS.

In applying the AFE Table 1 helped reduce each variable items in which a total variance explained of 62.58% was obtained. Of the total of 24 items the instrument noted that five items not obtain a level of correlation greater than 0.40 which were removed (3 variable advisory training and 2 individual performance Variable advisors).

With the results of AFE, reliability of the measurement instrument is presented through Cronbach's alpha. According (Lévy and Varela, 2003) this result for exploratory studies should be greater than 0.40 showing correspondence between the attribute to be measured and the content of the sample of items making up the scale.

Then the results of Alfa Cronbach presented by variable:

Variable	Input items	Output items	Cronbach
Job satisfaction (SL)	6	6	0.829
Training Consultants (CA)	9	6	0.821
Individual Performance Advisors (DIA)	9	7	0.893
	24	19	

Table 2 Cronbach's alpha results. Prepared by SPSS

The output 19 items shown in Table 2 are characterized as valid and reliable because the Alpha Cronbach per variable are larger than 0.70 accepted value (Lévy and Varela, 2003) value.

Also it is found that the measuring instrument has internal consistency and items measure the variable to be measured, the above meets the test of Kaiser-Meyer-Olkin and Barlett sphericity test results were as follows:

Measure of sampling adequacy Kaiser-Meyer-Olkin.		
		.871
Bartlett's test of sphericity	Chi-square approximate	1068.614
	gl	171
	S.I.G.	.000

Table 3 Test KMO and Barlett test. Prepared by SPSS

The result of Table 3 has a (KMO) of 0871 and Barlett sphericity test was significant of 000 confirmed the internal validity of the measuring instrument.

Conclusions

The main objective of this research was: Validate whether job satisfaction (SL) and training (CA) influence individual performance of consultants (DIA) of microfinance Ciudad Obregon, Sonora, and Tuxtla Gutierrez, Chiapas, for which response was the theoretical model that manifested with the research hypothesis.

The model results provide sufficient information for the validation of the measuring instrument through the test of exploratory factor analysis, Cronbach's alpha, KMO and test Barlett confirming the internal validity of the measurement instrument with 62.58% of total variance explained.

Based on the above it is concluded that the variables studied are consistent with the theory analyzed and found to items or measuring device can be applied to the given sample at the time.

One contribution of this research is that it has a measuring instrument that can be applied to the validity and internal consistency to measure the performance of individual consultants considering the independent variables of job satisfaction and training of counselors, and can be replicated national and international level because of the geographical location of microfinance but especially by the scarcity of documents that validate content of this measuring instrument.

From the perspective of managers of microfinance, such research can be a valuable input for decision-making on a strategic plan for training, motivation and also have a method of performance evaluation with the results that may throw them with the application of this measuring instrument properly validated.

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