

Analysis of professional and academic competences of the t.s.u. administration human capital area vs the professional and academic competences requested by industrial sector companies

Análisis de competencias profesionales y académicas del programa T.S.U. Administración área capital humano vs las competencias profesionales y académicas solicitadas por empresas del sector industrial

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Abstract

This research work is the result of professional internships carried on in companies of the Industrial Sector, which allowed identifying the real needs of the professional, labor and academic competences requested in the Productive Environment in order to develop a comparison analysis with the professional and academic competences used when forming in an integral way the students from the TSU Educational Program: Human Capital, Administration Area of the Economic-Administrative Area of the Technological University of Xicotepec de Juárez. To this end, a matrix of competencies was integrated, considering it as a reference handbook with the description of the functions and profile of the position, the students' graduation profile, generic and specific competences, as well as professional occupations. The analysis allowed to recognize the competences that are prominent in the companies of the Industrial Sector for professionals in the area of Human Capital among which are acknowledged: Human Resources Management, Occupational Health and Safety, Working Environment, Management by Objectives, Strategic Planning, Organizational Development; regarding skills there are: Leadership, Empathy, Teamwork, Ease of Speech, Service Attitude, Assertive Communication, Negotiation. It is important to emphasize that the competencies that must be strengthened are those developed in the criterion of the evaluation of the Being.

Professional Competences, Labor Competencies, Competency Matrix

Resumen

Este trabajo de investigación es el resultado de estancias profesionales realizadas en empresas del sector industrial, las cuales permitieron identificar las necesidades reales de las competencias profesionales, laborales y académicas que solicitan en el entorno productivo y hacer un análisis de comparación con las competencias profesionales y académicas al formar integralmente a los estudiantes del programa educativo T.S.U. Administración área Capital Humano del área económico-administrativa de la Universidad Tecnológica de Xicotepec de Juárez; para ello se integró una matriz de competencias considerando como referencia manual de descripción de funciones y perfil del puesto, perfil de egreso de los estudiantes, competencias genéricas, específicas, y ocupaciones profesionales. El análisis permitió reconocer las competencias que sobresalen en las empresas del sector industrial para los profesionistas del área de capital humano dentro de las cuales se tiene en conocimiento: gestión de recursos humanos, seguridad e higiene laboral, clima laboral, administración por objetivos, planeación estratégica, desarrollo organizacional; en cuanto a las habilidades: liderazgo, empatía, trabajo en equipo, capacidad de palabra, actitud de servicio, comunicación asertiva, negociación. Es importante destacar que las competencias que se deben ir fortaleciendo son las que se desarrollan en el criterio de evaluación del Ser.

Competencias Profesionales, Competencias Laborales, Matriz de Competencias

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Introduction

In recent years efforts have been made at the national level to transform the traditional management of human resources to a modern practice that generates a more competitive value for companies. Therefore, it is necessary to provide competent professionals with the real needs of an organization. depending on the productive sector to be served.

The Technological Universities model decides to design its study programs at the Higher Technical University level (T.S.U.) as well as the continuity programs of studies at the engineering level with a focus on professional competencies in the year 2009.

In the work environment they demand the individual to adapt to the changes that are being experienced at present; that is why the Technological Universities rely on different strategies such as the Situational Work Analysis, Meetings of directors for the updating of programs and research stays to identify the labor, academic and professional competences that a graduate should have to complete the profiles that meet the needs of the labor and productive market of the regional and national environment. This research was carried out in companies of the industrial sector, which supported us with official documentation: such as organization manuals, performance evaluation manuals, training manuals, job descriptions, competency profiles being responsible for the management of human capital with who was feedback to perform an analysis of the professional, work and academic skills that companies request vs. the skills of the student of the career of TSU in Human Capital Area Administration of the Technological University of Xicotepec de Juárez.

It is important to mention that the educational program of the economic-administrative area has still to be strengthened in technological aspects, use of software for exclusive use of the Human Capital area and development of the Being that significantly impacts the insertion and conditions of the global environment; since the educational model of Technological Universities focuses on three evaluation criteria, where Being equals only 10%.

Objectives

- Analyze labor and academic skills in the industrial sector.
- Perform a Diagnosis of Labor and Academic Competencies Needs according to the real needs of the productive sector.
- Contribute to the strengthening of competences of the students of the economic-administrative area of the Technological University of Xicotepec.

Research Methodology

This research arises from the experience of conducting research stays in companies in the industrial sector which collaborated with confidential information, to carry out the document collection were used: organization manuals, job descriptions, performance evaluation manuals, training manuals, manual of the process of recruitment and selection of personnel of the organization to integrate the analysis of professional, labor and academic competences.

The previous thing allowed to make the comparison with the competences that are developed in the discharge profile of a TSU in Human Capital Area Administration.

Organizations do not have a competency model. However, within the processes of recruitment and selection of personnel, applicants are required to hold a position of administrative level, middle management and managers have skills, knowledge and skills according to the profile of the vacancy that ensure efficiency and effectiveness in the operation of the company's processes.

That is why a matrix of competences is elaborated to make the analysis; incorporating the professional, labor and technical skills in the industrial sector, with which the academic program of T.S.U requests. in Human Capital Area Administration.



Figure 1 y 2 Administration

Matrix of competences according to professional profile of t.s.u. administration human capital area and needs of industrial sector companies

Competences professional profile tsu. Administration human capital area	Disciplinary technical knowledge t.s.u. a.a.c.h.	Generic competences t.s.u. a.a.c.h.	Professional competences for Medium and administrative controls Industrial sector	Technical knowledge Industrial sector
Manage the resources of organizations, through the application of methodologies and technological tools of strategic planning, financial, marketing and quality management to contribute	Organizational development Human talent management Strategic planning Accounting Benchmarking Balance score card Economy Budgets work capital	Competency 1: Act with proactive values and attitudes of excellence in their personal, social and organizational development, in harmony with their environment to develop their personal, social and	High Commitment to Quality Guidance to internal and external customers Initiative High technical knowledge Leadership Efficient communication Influence and negotiation	Development and control of SGC documentation Record control Internal audits Control of nonconforming product Corrective and preventive actions, treatment of complaints Logistics

to their economic, social and environmental development and their environment.	Managing human capital, through the processes of planning, recruitment, selection, development and evaluation of the human factor, in accordance with the legal framework .	Management and achievement of objectives Strategic planning Human resources management Training Occupational Health and Safety Organizational development Service attitude Empathy Ease of speech	English (TOFEL) Management of payroll incidents Personnel control, income, high, low, vacation Support to maintain the work climate Dissemination of official communications Practitioners, social service and residents control Follow-up to the training plan Training of brigades Make trips Implementation of STPS standards Relationship with government agencies Implementation of environmental standards Supervision of staff Implementation of the 5 S KPI tracking
organizational potential.	Application of administrative tools Investigation methodology Financial analysis Financial planning Applied computing : statistical software, database management, internet, outsourcing, online tools Quality certification standards Process mapping Inferential statistics Design of job profiles Salary's administration Occupational Health and Safety	Competency 2: Communicate feelings, thoughts, knowledge, experiences, ideas, reflections, opinions, through simple and commonly used expressions, in a productive and receptive way in the English language according to level A2, basic user, of the Reference Framework European to contribute in the performance of their duties in their work, social and personal environment .	Competence 3: Communicate feelings, thoughts, knowledge, experiences, ideas, reflections and opinions, in a clear and detailed way, on concrete and abstract topics in their professional and sociocultural context, according to B2 level, independent user, of the European Reference Framework , to support and propose improvements in organizations and contribute responsibly to sociocultural development.

Results

A comparison was made through a matrix of professional and academic competences requested in the profile to be developed by the T.S.U. Human Capital Area Administration and the competences of companies in the industrial sector

- The comparison made it possible to highlight the real competencies of the organization within which knowledge about human resources management, safety and hygiene, work climate, management by objectives, strategic planning, organizational development. In terms of skills: leadership, empathy, teamwork, ease of speech, service attitude, efficient communication, influence and negotiation.
- It is important to mention that one of the factors that promotes permanence within the organization is the commitment to the fulfillment of activities to be performed in each of the tasks, otherwise staff turnover is generated.
- It can be distinguished that assertive communication is very important in the area of human resources for collaborators; work on raising awareness of the application of organizational values to generate awareness that everyone is jointly responsible for the welfare of everyone in the company.
- It was identified that the feedback in the evaluation of operational performance allows to find areas of opportunity that strengthen the work of the evaluated in the organization.
- The analysis of the skills matrix carried out in the industrial sector shows that attitudinal competencies are those that are required at the time of hiring.
- The criteria of evaluation of the Competency Model of the Technological Universities indicate a percentage of only 10% for the Being, which are attitudinal, it is worth mentioning that companies perform assessment within the recruitment process using a competency interview.

Conclusions

For a company to achieve effectiveness and efficiency, go to continuous improvement and provide satisfaction to its customers, it requires all its members to empower their potential; with the development of technical, professional, work, but above all personal skills that generate competitive advantages for organizations.

Bringing all this into practice is a constant task; consequently, the curricular maps of the careers offered by the Technological Universities should continue to be strengthened, through the Situational Work Analysis, the meetings of the academic commissions and collegiate bodies, which will allow co-responsibility among the main actors, generating professionals and competitive professionals facing the concerns of the social, economic and productive environment. Being a successful person does not depend on professional qualifications, but on the attitude with which one enters into each moment of life.

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