

The importance of emotional capital in organizations**La importancia del capital emocional en las organizaciones**

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Abstract

Within the organizations we work with the personnel in the different areas, who are the core part so that the Company can offer its products or services, in the course of work as human beings we face many problems with the personnel that we interact for not manage our emotions in our work and social environment, causing our environment to become chaos and affect the company or organization where we work. Through Emotional Capital, personal performance, communication and therefore the work environment can be optimized. The staff will not fear being fired from their job but will feel part of it and will be motivated by working and this will reduce absenteeism and will be motivated by working, and this will reduce absenteeism and turnover. Another result is to increase people's self-esteem, which will be reflected in their attitudes because they will have a positive trend. This will generate greater adaptability to the processes of change because fear and uncertainty will be managed. With this model you can also facilitate processes.

Emotional Capital, Leadership, Personal**Resumen**

Dentro de las organizaciones se trabaja con el personal en las diferentes áreas, quienes son la parte medular para que la empresa pueda ofrecer sus productos o servicios, en el transcurso del trabajo como seres humanos nos enfrentamos a muchos problemas con el personal que interactuamos por no saber manejar nuestras emociones en nuestro ámbito laboral y social, provocando que nuestro entorno se vuelva un caos y afectamos a la empresa u organización donde trabajamos. A través del Capital Emocional se puede optimizar el desempeño personal, la comunicación y por consiguiente el clima laboral. El personal no sentirá temor de ser despedido en su trabajo, sino que se sentirá parte de ella y se motivará trabajando y esto se logrará disminuir el ausentismo y la rotación. Otro resultado es aumentar la autoestima de las personas que se verá reflejado en sus actitudes porque tendrán una tendencia positiva. Esto generará una mayor adaptabilidad a los procesos de cambio, porque se sabrá manejar el miedo y la incertidumbre. Con este modelo se puede también facilitar procesos.

Capital Emocional, Liderazgo, Personal

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Introduction

Organizations are currently experiencing a stage of many changes that are affected and within it, the personnel involved experience constant work stress due to not having financial and secure stability, which with it leads to an emotional imbalance to the person, because they do not, he knows how to control his emotions.

Many times, in companies they are concerned with achieving success and are determined to produce more and better in a world of much competition, and managers resort to all available means to meet their objectives, capital increase, productivity but they do not worry for the welfare of its workers, that there is a good, pleasant organizational climate, motivation of adequate human capital. It is important that those who manage constitute the most important factor that allows them to contribute to the achievement of business objectives and personal development accordingly.

The leader of the organization must be motivated and in harmony so that the company and its collaborators have a better performance in terms of the work they do, it is of the utmost importance to maintain a positive attitude within it, with which a good work environment, which leads to the entire work team working one hundred percent. Many employees feel very unmotivated and insecure, because they constantly do not have financial stability, this causes chaos in each of them and that there is not a good performance at work.

Therefore, it is recommended to have a pleasant environment within companies to ensure that motivation levels remain high. Simmons and Simmons (2000) indicate that emotional intelligence is the most important factor that can serve as an indicator of success in work relationships. A successful work environment is achieved by worrying that the collaborators have the Emotional Capital through the boss who is the source of inspiration and who must show that personal balance and then transmit it to his staff.

In this project to be developed, we will work with organizations and their collaborators, in some techniques and models that allow each of them to help in Emotional Capital, with the purpose that they can improve their control of emotions and contribute to the company for a harmonious balance.

An organizational diagnosis will be carried out to know the emotional state of how the companies where the sample will be applied are, and based on this, the appropriate techniques and models will be applied to the company.

The problem to be solved to reduce the level of stress in the organization and bring a better work environment.

The following sections will describe the techniques and models that will help organizations improve their productivity through emotional capital.

Methodology to be developed

From an organizational perspective, labor involvement constitutes a first-order practical reference in determining positive sustainable performance results.

The toxic environment in which a worker operates is harmful to their health. This prevailing labor condition in our country prevents it from being productive, since it confuses productivity with quantity.

The work environment where a worker operates is crucial to generate good results. If his functions are performed in a healthy and proactive environment, the possibilities of enhancing his creativity and innovation will be reflected in his performance and productivity. By understanding and applying this correlation, organizations and employees will benefit.

In an analysis of 38 countries carried out by the Organization for Economic Cooperation and Development (OECD), it revealed that Mexico and Costa Rica are the Latin American countries with the longest working hours in the world, a position that it shares with the rates of work stress.

For the World Health Organization (WHO), this syndrome known as Burnout or professional burnout, can already be considered a mental disorder.

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During the 72nd World Health Assembly, held on May 20 in Geneva, Switzerland, nations agreed that this new classification will come into effect on January 1, 2022.

A few weeks ago the Official Gazette of the Federation published Standard 035 of the Ministry of Labor and Social Welfare (STPS) to prevent and control psychosocial risk factors in organizations.

This classification, which will come into force in 2022, requires and obliges employers to make diagnoses, preventive actions in order to control conditions of harassment or workplace violence and other psychosocial risk factors, such as chronic stress.

Tools, techniques and models will be applied that will help the company staff as they are in their emotional state and later help them to maintain the balance and organizational climate.

The Salovey and Mayer Model will be applied, this model is also known as the four-phase model of emotional intelligence and Emotional Capital, which has "The ability to correctly identify and translate personal and other emotional signs and events, elaborating and producing processes of emotional direction, thought and behavior effectively and appropriately personal goals and the environment". In this way, this concept is summarized as:

- Intrapersonal Intelligence: discriminate between one's own emotions.
- Interpersonal Intelligence: managing the emotions of others.

In this model it can be mentioned that there are mental processes such as:

- Perception, evaluation and expression of emotion.
- Valuation or appreciation of emotions in others.
- Emotional regulation in oneself.
- Emotional regulation in others.
- Use of Emotional Intelligence.

In this model you will be supported by techniques and tools such as the Johari window, which will allow you to know yourself (Self-awareness), Emotional Control and management of work stress, learn to trust yourself, learn to empathize, learn to flow with others, learn to interact of the organization and entrepreneurship.

30% of samples will be made to the organization's staff, applying questionnaires and interviews to see the balance and control of their emotions, after repositioning the samples, the inferential statistics will be applied that show the graphs and histograms of the results, and based on to this, apply descriptive statistics, we will work on models such as Pearson's coefficient of variation and find how the control of emotions in the organization has been related.

Other quality tools that will be used, the Ishikawa tool, which will allow to know the causes that are generating the emotional imbalance in the organization, which must take into account the environment, the quinaria, the materials, the methods and processes that the company in its daily activity.

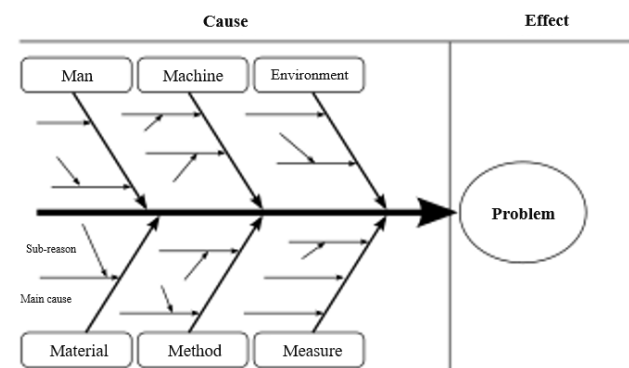


Figure 1 Ishikawa tool

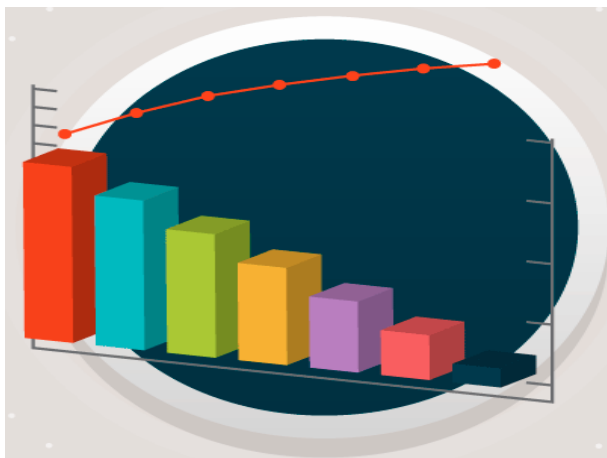
Survey sheets to find out how the organizational climate in the company is, the opinion on the salary, labor relationship with colleagues, machinery and equipment, adequate working conditions, no previous training and others; that will allow as another point to see the problems.

Opinion	No. Of Opinions	No. of accumulated opinions	Relative %	Accumulated Relative %
Salary				
Work relationships with colleagues				
Machinery and equipment				
Adequate working conditions				
Training				
Others				
Total				

Table 1 Opinion survey

Pareto diagram to help make visible the real problems that are affecting the achievement of the company's objectives and reduce the losses that it has, this graph allows assigning an order of priorities for decision making, which are the most serious problems that are must solve first, applied to staff.

This Diagram will help identify the critical points of the company and the situations that most negatively impact the results. With this you can find identify the products and services that generate the most customer complaints, which products and services generate the most profits for the business, understand which employees have the highest productivity.



Graphic 1 Pareto Chart

Results

Organizations by working on their emotional capital, in those aspects that motivate people to go to workday after day. After all, emotional capital leads to better performance and higher productivity, it is the bond that holds people back in organizations beyond.

It increases people's self-esteem and their attitudes towards a positive trend, there is greater adaptability to change processes, because they will know how to handle fear and uncertainty.

It is possible to solve conflicts more easily and even prevent them, as well as solve problems and improve interpersonal relationships, which will allow a better integration of work teams.

Applying Emotional Capital within the organization will increase personal energy, motivation, clarity of mission in the company, commitment to objectives, which will help in an increase in personal satisfaction and productivity. in the same.

It is important that first the leader of the organization is convinced to apply Emotional Capital and see that he will have benefits in his organization by being in harmonious balance, which will be reflected in his company through his work team.

Annexes

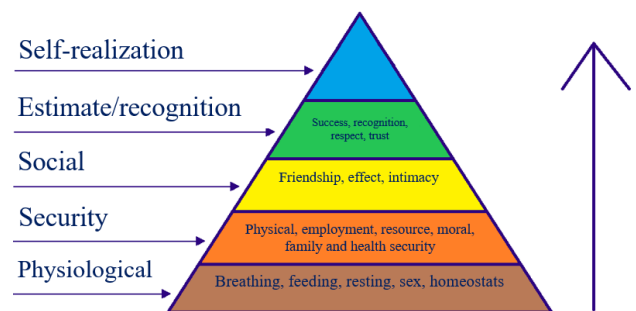


Figure 2 Maslow Pyramid

First phase: 0-21 years	Period of preparation or physical development - becoming of women and men
Second phase: 22-42 years	Period of expansion or of living being a woman and a man
Third phase: 43-65 and more	Period of realization and spiritual development of women and men

Table 2 Phases through which we will be humans

Conclusions

Talking about emotional capital refers to the importance of Human Security, since emotional capital implies living in harmony with oneself, that is, with the human being himself, in order to live with respect and enjoy the diversity of ways of life, of the planet and their ecosystems and everything that supports Human Security.

Emotional capital implies that each individual, in her own way, knows how to face what Human Security must support. Holistic security to achieve personal happiness, thus generating interpersonal relationships with their environment.

First of all, we must accept ourselves as we are, and we must be proud of who we are. Because being unique, that is why we will begin to work with the Johari Window tool that allows us to make that self-awareness, each one of us comes to this life with a task to perform and as the universal energy is supremely intelligent, each of us we have what it takes to do your job in this life.

These quality tools will allow us to see the state of the company and from there to seek emotional balance in it.

It will be applied to small companies in the influence area of the Atlixco and Izúcar de Matamoros valley, in addition to being possible with educational institutions.

The results that are expected to be achieved is that the company's personnel have a control management of their emotions, that there is a good organizational climate that favors the productivity of the company, within what is expected to be achieved is:

Increase staff productivity by 30%, which allows better performance in the company.

Draw at least 5 strategies that allow teamwork that help with emotional balance and camaraderie.

Give courses to at least 60% of personnel in Emotional Capital training in the different areas of the company to be more competitive.

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