

Business human talent's Emotional intelligence

Inteligencia emocional en el talento humano empresarial

Alfredo Martinez
Alejsiritmart17@gmail.com
Investigador independiente
<https://orcid.org/0000-0001-8073-8213>

ABSTRACT

The objective of the research was to determine the effectiveness of a program based on emotional intelligence aimed at human talent in a company called Leche Gloria, located in Arequipa, Peru. This research was focused on an explanatory design with a quasi-experimental study of a group who answered pre and post-tests. The statistical analysis based on a movement in G2 emphasized that there had been a cognitive modification in the perception of human talent in understanding the importance of emotional intelligence. It determined that it was not only about creating an environment free of conflicts, but when they were generated, they might be addressed as part of the process to learn from them and contribute to the growth of the entities involved. It allowed people to raise a spirit of tolerance against the frustration caused by a fair emotional handling of adverse situations, both personally and in work.

Descriptors: self esteem; identity; enterprises. (Source: UNESCO Thesaurus).

RESUMEN

El objetivo de la investigación fue determinar la eficacia de un programa basado en inteligencia emocional dirigido al talento humano de la empresa Leche Gloria, ubicada en Arequipa – Perú. El tipo de investigación es explicativa con diseño cuasi experimental de un grupo con pre y pos prueba. Al existir movimiento estadístico en G2, se considera que ha existido modificación cognitiva en la percepción del talento humano en comprender la importancia de la inteligencia emocional. No solo se trata de crear un ambiente libre de conflictos, sino que cuando estos se generen, puedan ser abordados como parte del proceso, aprendiendo de ellos y contribuyendo en el crecimiento de los entes involucrados, propiciándose así, un espíritu de tolerancia en contra de la frustración causada por un mal manejo emotivo de las situaciones adversas, tanto en lo personal como en lo laboral.

Descriptores: respeto de sí mismo; identidad; empresa. (Fuente: Tesauro UNESCO).

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INTRODUCTION

In recent years, emotional intelligence has become a tool that has allowed business organizations to overcome positions where the human being was relegated to the background for many times. However, thanks to emotional intelligence, it has been possible to understand the great importance of human talent for the effective and successful development of the company. This, perhaps, because emotional intelligence starts from self-knowledge so that the person may control their emotions and thus, get the best benefits both for their own welfare and the social - business environment in which they are.

Authors such as (Chen & Guo, 2020), consider that emotional intelligence positively influences the actions of people, in this respect, if the leaders of the organization implement it effectively, it may assertively influence the achievement of proposed goals. On the other hand, (Manrique-Solana, 2015) questions the business management that is given to emotional intelligence, considering it as marketing to configure a merely positive personality, in order to achieve greater sales without leaving aside the existentialist perspective to handle negative emotions as part of human growth. For this, it is necessary to have a life project, with the aim of understanding the combination of success - failure as a learning process to develop integrally, which is a favorable option to prepare business training plans focused on a human talent's training that works in emotional balance of the person as the essence of the organizational and transformational process.

In this way, the persons will find tools to self-know and control their emotions in various situations that occur in their social - work environment, with the purpose of getting the best out of them. In this sense, emotional self-knowledge is considered as a new vaccine against diseases that are rooted in emotions (Merino-Villeneuve, 2015), thus highlighting the importance of working to promote this capacity in human talent. This may bring with it that factors such as the environment and work performance of employees tend to be more effective if the use of emotional intelligence is managed in the organization as a principle of promoting human relationships. Therefore, employees who know themselves and manage emotions for their own benefits and the rest of the work team will be able to contribute to a better work process. Therefore, their performance would tend to be successful to achieve an assertive management of social skills based on processing interpersonal relationships that consolidate a better organizational climate (Flores-Mamani, et al., 2016).

Emotional intelligence is an alternative for the promotion of social skills within the company, which constitutes an opportunity to grow in values, in empathy, in synergy, in communication, among other qualities that will allow managing an optimal work performance. In this way, there will be a greater probability of adaptation by employees to the work environment and, from this perspective; it will generate cooperative attitudes for the company success (Stichter, et al., 2019). Likewise, there is the possibility of generating better work teams that feel identified and motivated with their work, which is why the company would have greater options to consolidate relationships where win-win is the principle to follow. This implies that all the employees, from their jobs, concentrate on achieving the best of successes for the company by establishing great teams that foster interdependence between human talent (Tamayo, et al., 2017).

The win-win relationship from the effective use of emotional intelligence in the company could generate employees' better job performance, that is, they have the opportunity to work under principles of effectiveness that allow them to optimize their work in the company. On the other hand, while it is true that there are factors such as excellent remuneration and social benefits to motivate the employees, it is also true that if there is a better work environment, they will achieve better performance in their works within the company. Hence, emotional intelligence is a valid option to generate optimal work performance in business organizations, highlighting the growth of the person's self-esteem (Salice, 2020).

Emotional intelligence must be worked on in the company, following a planning so that it may incorporate all the members of the organization and thus, bring about changes that lead to optimizing work performance and benefit the business organization. However, through direct observations and non-formal interviews with the human talent of the Leche Gloria Company, it

has been shown that emotional intelligence is not effectively promoted as a tool that allows human capital to enhance better job performance; so it brings with it, negative situations in the interpersonal relationships, which damage the productivity of the company.

In this sense, 35% of the population with whom it has been possible to establish non-formal interviews, state that in the organization, they do not continuously develop plans that allow them to promote their personal growth, thus, factors such as self-knowledge and self-regulation are not considered as generative principles of a healthy coexistence and, therefore, promoters of optimal work performance. This may mean that employees, on certain occasions, do not feel sure of themselves and treat people with a certain similarity to them, which could generate blocks within the organization that make teamwork impossible and cooperative. Likewise, 43% of the people commented that the management team does not apply strategies that encourage motivation among employees, which is an indicator of the absence of work plans, especially, under the principles of emotional intelligence. Such reality may negatively influence the work environment, but, above all, the work performance of the members of the organization.

Regarding the empathy that may exist as promoters of job performance, 27% of people have stated that they do not feel identified with the needs of many of their co-workers, a situation that leads to the performance of isolated individual jobs and, therefore, lack of teamwork that dilutes both human and financial resources for the company. In the observations made by the researcher, it has been possible to perceive that the employees, mostly, do not control the stress and tensions derived from the demands made by the organization's management. This causes discussions among the members of the organization, for this reason, they tend to decrease their performance due to the discomfort that is generated inside the group work.

Another factor to highlight is the aggressive communication among the employees as a result of poor handling of emotions that damage the work performance and environment. In this respect, the employees have a state of disinterest in being trained in topics that allow them to solve such situations. In relation to this, it is necessary to take corrections that end up damaging the company's productivity. For this reason, it was proposed the application of a training program based on emotional intelligence, in order to provide the human talents of the organization with the appropriate tools to improve their interpersonal relationships and efficiency.

Based on the above, the objective of the research was to "determine the effectiveness of a program based on emotional intelligence aimed at human talent at the Leche Gloria Company, located in Arequipa - Peru."

METHOD

We proceed to describe the methodological procedure used in the investigation:

Research type and design

The type of research is explanatory with a quasi-experimental design of a group with pre and post test, considering the following process:

G1 = Group in pre-test

X = Treatment

G2 = Group in post-test

The following was proposed for the schedule:

First week: The training program and the objective of the investigation were presented to human talent. A test was applied at a pre-test moment.

Second week: Treatment began.

Fifth week: Completion of treatment.

Sixth week: Test application at post-test time.



Population sample

The sample was intentional non-probabilistic with a group made up of 86 people belonging to the human talent of the Leche Gloria company located in Arequipa - Peru.

Information gathering technique and instrument

The collection technique used was the survey, while the instrument was a test-type questionnaire with 23 items of five response alternatives on a Likert scale.

Instrument validity and reliability

The instrument was validated by the judgment of three experts and a pilot test was applied to 10 people who did not belong to the population sample, in order to evaluate the behavior of the instrument at the time of data collection for the consistency of the content. Once the data from the pilot test was collected, Cronbach's Alpha coefficient was calculated, obtaining a result of 0.89, which was qualified as reliable for its application.

Technique for statistical analysis of the information collected

Student's t test was performed for the comparison of means, using the IBM SPSS Statistics V 25 statistical package.

Ethical conflict

The researcher declares that he did not experiment with humans or animals, and there was no conflict of interest among the parties involved.

RESULTS

Due to the applied treatment, the following results are presented:

Table 1: Student's t test for pre and post test

T	GI	Sig. (bilateral)	Test for a sample Test value = 0		95% confidence interval of the difference	
			Difference of means		lower	Superior
G1	20,371	86	,000	1,91954	1,7322	2,1069
G2	167,725	86	,002	4,91954	4,8612	4,9778

As there is statistical movement in G2, it is considered that there has been a cognitive modification in the perception of human talent to understand the importance of emotional intelligence in terms of self-knowledge and self-regulation, which favors the consolidation of a better organizational climate. Therefore, it may be affirmed that the applied treatment has been effective in the population sample.

Discussion

It is necessary for people to have their emotional conscience formed, because in this way, they will be able to recognize their emotions and focus them for their own benefit, in order to provide a better service in their workplace. In addition, they will be able to promote a better intra and interpersonal relationship, with the purpose of feeling good about themselves and become better people in favor of improving their personal and professional lives. In this sense, assertive social skills will contribute to transcending daily problems that human talent faces in order to optimize the organizational climate (Torres-Hernández, 2020).



The opportunity to carry out self-evaluation by human talent lies in the fact that it allows them to learn from their mistakes, create humility in their triumphs, that is, it allows to configure a balanced personality from the emotional point of view, this being favorable for those who work in public management, because it allows them to have greater empathy with their colleagues and clients, but above all with themselves. Based on this, they may increase the possibilities of providing a better service in favor of social growth, in terms of processing the evaluation as part of the organization and conceive a better organizational culture focused on the perspective of learning from mistakes to consolidate successful processes (Linares-Medina, et al., 2014).

The organization must allow human talent to work on their emotions to the extent that they have greater confidence in themselves, with which they may provide a better service. In this regard, the ideas they have to favor their work environment could be developed in favor of the company, fostering a transformative leadership capable of improving confidence and flexibility to work with the vision of permanently growing as a person and thus effectively contribute to the success of the company (Omar, et al., 2016), also sharing the vision of (Merino- Villeneuve, 2015).

In this respect, it is essential to raise awareness about the importance of working with emotional tools that allow the employee to self-regulate. Therefore, the aim is to achieve a pleasant personality at work in front of the public being served in order to generate an empathic environment that promotes greater internal and external effectiveness of the organization. In response to this, empathy contributes to formulating pro-social behaviors in favor of optimizing human interrelations (Richaud & Mesurado, 2016), thus agreeing with what is described by (Tamayo, et al., 2017).

Developing the capacity for emotional adaptability in employees is important for the organization, as it favors work effectiveness and allows its members to have the willingness to assume functions proactively with the aim of achieving the promotion of new spaces and alternatives that foster a better work environment in the organization. Consequently, the persons learn to control subjective happiness, in addition to episodes of sadness that could develop due to non-optimal results in their work within the company (Hermosilla-Ávila & Sanhueza-Alvarado, 2015).

Likewise, the desire for success must be channeled with emotional and managerial tools that allow working effectively, in order to enhance the strengths of the organization in terms of providing the best possible service to internal and external customers of the company. In this sense, activities should be promoted where human talent is given the possibility of knowing alternatives that promote their abilities and desire for success. Hence, this situation would effectively contribute to improving the labor effectiveness of the studied population, which confirms the opinion of managing emotions effectively to avoid counterproductive pictures for the assertive development of human talent (Da-Fonseca, 2016).

This suggests the need to incorporate actions into the organization that contribute to human talent with greater commitment to it, that is, procedures focused on the achievement of the objectives proposed as situations that could favor the work effectiveness of the institution. This creates the need to encourage a cooperative work spirit based on work teams that may systematically contribute to the achievement of the objectives, in order to be effective, productive and in harmony with the social and political reason of the institution. For this, it is possible to implement cooperative learning founded on synergy where learning from the other (Azorín-Abellán, 2018), makes it possible to form true work teams, supported by a healthy emotional vision.

The ideas previously proposed help the human talent to solve conflicts that may arise in the immediate environment where they work. Such situation may contribute to greater work effectiveness, allowing the incorporation of strategies that encourage positive attitude towards the success of the organization. In this regard, it is pertinent to take into account that most conflicts originate from poor communication or misinterpretation of body language, thus generating non-assertive situations for the consolidation of favorable interpersonal relationships. Therefore, it is necessary to take into account strategies such as group resolution, to overcome emotional inconveniences that hinder the effective performance of human talent (Abarca-Arias, et al., 2020), confirming for this purpose, the need for a excellent self-esteem (Salice, 2020).



(Manrique-Solana, 2015) supports the need to work on a life project to promote an adequate management of emotions. For this purpose, the establishment of goals and strategies to meet them must be taken into account, in this way; the workers will minimize the risk of not tolerating failures if they exist during the process, perceiving and understanding them as a learning to improve progressively. Therefore, the company must keep this aspect in mind within its continuous training, with the intention of encouraging synergy in cooperative work teams that raise them to the highest level of commitment. In consequence, it is essential to have an institutional culture centered on the person as the core of business-social productivity.

CONCLUSION

The applied treatment was effective for the population sample because emotional intelligence was addressed as a conception not only for the management of emotions, but also in the individual - group growth of each participant, since it allowed fostering a cooperative work spirit that could systematically contribute to the achievement of the objectives set. In this way, they worked in the search for efficiency and productivity to comply with the company's social reason - policy, due to it was not only based on creating an environment free of conflicts; but also on addressing them as part of the process when these were generated. Thus, people learned from them and the growth of the entities involved was achieved, fostering a spirit of tolerance against the frustration caused by emotional mismanagement of adverse situations, both personally and in the workplace.

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CONFLICT OF INTEREST

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