Organizational Climate: Characterization from the Perspective of SENATI Students - Perú

Segundo Antonio Espinoza Palomino[1], Raquel Silva Juárez[2], María-Verónica Seminario Morales[2], Segundo Ramos Villalta Arellano[2], Mirian Elizabeth Arévalo Rodríguez[2], Priscila E. Luján Vera[2]
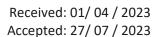[1] Universidad Nacional de Piura, Peru
[2] Universidad Nacional de Frontera, Peru

KEYWORDS	ABSTRACT
Climate *Leadership* *Affinity* *Rewards*	*The organizational climate is the work environment conceived by emotions and motivation of an organization and an optimal way of increasing participation is with working groups in the dependencies to improve: objectives, processes, conflicts, leadership. Thus the objective was to determine the characterization of variables. The method incorporates the quantitative approach, non -experimental design, descriptive level, applied and transversal type, analysis and deductive methods. The results show, there is a high organizational climate level, due to the contribution of three dimensions or aspects that are: economic conditions, management values and organizational policies.*

1. Introduction

With globalization at the end of the 20th century and with the pandemic in 2020, organizations face international markets, technological advances (Prieto et al., 2018), which raises the pressure to compete in the markets and position themselves through the loyalty of consumers/users; this now requires them to order with adequate provision the management of human talent aligning it with the objectives, strategies, structures, processes and organizational resources. And the fact is that people make change viable by devising the right circumstances to maximize their performance.

For Cuenca et al. (2021), the organizational climate depends on all members and its perception must flow with honesty, likewise, teamwork is key since effective improvements are added. In this sense, to achieve effective relationships among collaborators in an institution or company, it is of utmost importance to improve motivation, establish communication channels for all members, emphasize mutual support, remove the feeling of being overwhelmed at work, establish formal leadership, rules and operations manuals (Bravo et al., 2023; Dávila et al., 2021), as well as empowerment of subordinates and emotional initiation of decision-makers. It is evident that managing the organizational climate requires commitment (energy, perseverance) and resources (support), supported by a good (quantified) grouped perception of people, to maintain a good working environment that increases the probability of achieving good results.

It should be noted that several studies have been conducted on the variable under study where it is based on the fact that in an organization there may be several organizational climates, since the perceptions of employees may be different in a labor field, according to the areas in which they work (Chiang et al., 2011), all these actions arise from the same work coexistence and the ways of perceiving the environment based on the experiences in an organization, which are useful to know in greater depth how an organization works (Pariona et al., 2021).

Senati is an organization with branches nationwide, responsible for training technical professionals in areas of immediate need, providing students with the most suitable preparation to meet labor demand efficiently. At the Sechura-Piura headquarters, there is evidence of a problem oriented to the organizational climate that needs to be investigated in a descriptive way to scientifically know the current situation and subsequently improve decision making, with new research and decisions aimed at improving the organizational climate. Therefore, the general objective of this study was to determine the current situation of the organizational climate from the point of view of SENATI-Sechura students. Likewise, the specific objectives were to establish the characterization of organizational factors and to determine the characterization of individual factors.

Elton Mayo is considered the pioneer in investigating the climate of an organization, by suggesting to managers that they give a differentiated treatment to aspects such as motivation, satisfaction, frustration and leadership, to show appreciation to their workers, in this sense, he conceptualizes that organizations are social systems, where the worker is the result of the interaction between his person and the work environment, which helps to understand human behavior and the concept of climate, which arises from the interaction between workers and their environment (Orbegozo, 2010).

Martinez et al. (2022) refer that the climate in an organization is the action that reflects the collaborator to perform the basic indications according to their area of contract or performance, allowing to express their usefulness; because of this, it manifests their labor competencies achieved where it integrates a set of learning, skills, day-to-day experiences, motivations, personal essentials and values that help to achieve the desired product according to the commercial demand or service offered by the organization.

Piñón et al. (2016) argue that the most researched outstanding dimensions of organizational climate are: identity, structure, responsibility, risk, warmth, support, supervisory styles and motivation, with positive scores. While the dimensions with negative scores are: teams, distribution of people and material, reward, conflict management, job stability and development opportunity and communication. A noteworthy finding is that the dimensions that have contributed the most are: identity, responsibility, supervisory styles, support, warmth, work motivation, risk and structure, which stood out with respect to development opportunity, reward, communication, work stability, teams, distribution of people and material.

It should be pointed out that the organizational climate is affected by the conditions of the work areas, since the success of their functions depends on the comfort of the collaborators (Macías & Venga, 2021). In this sense, encouraging a good working environment among employees improves labor relations based on labor compensation prototypes that are oriented to the retention of the most qualified personnel, establishing improvements in the service, empowering in the increase of salaries and direct retributions.

SENATI is an entity founded by decision of the National Society of Industries, with the purpose of offering young people the possibility of achieving professional qualification in industrial works, installations, repairs and maintenance in any economic activity and also to work in installation, repairs and maintenance for any other economic activity (Senati, 2021).

It offers twelve (12) specialties: Agribusiness, Business Administration, Graphic Arts, Apparel, Electrical Engineering, Hospitality and Tourism, Food Industries, Computer Science, Automotive Mechanics, Metal Mechanics, Environmental Technologies, Textile. Senati also offers seven types of services for companies, such as: Advisory and Consulting Services, Manufacturing and Testing, Business Services Unit, Job Opportunities, Sponsor Students, Textile and Apparel Technology Center (CTTC), and Environmental Technology Center (CTA). Additionally, it offers higher level studies such as: International Master in Engineering and Management of Industrial Operations, with a duration of 12 months, in charge of the Technological Postgraduate School of Senati. International Master's Degree in Plant Engineering and Industrial Projects, with a duration of 12 months, in charge of the Technological Graduate School of Senati and with additional international certification issued by the Polytechnic Foundation of Catalonia-Spain. It also offers courses such as: Specialist in CCNA Routing and Switching V60. Fundamentals of textile testing and labeling of clothing. Basic statistics and its applications within the framework of ISO/IEC 17025. Customer service workshop. Validation of physicochemical analytical methods according to ISO/IEC 17025. Design of fibers and fabrics. Creative expression and interpretation in fashion design. Color management applied to the textile industry. Labeling of clothing and household linen (Senati, 2021).

2. Methodology

The approach of the present research is mixed, with the presence of qualitative aspects (exploratory research) and quantitative aspects (descriptive correlational research), configuring a combination of the qualitative approach (its characteristics are: More open approaches that are gradually becoming more focused. It is basically conducted in natural environments. And of the quantitative approach (its characteristics are: Bounded or limited approaches. It measures real phenomena. It uses statistics with hypothesis testing and theory) (Hernández et al., 2014).

The design used was non-experimental, taking into account that no variables were manipulated in the research, that is, the study has no intentional variation of the independent variables to see their effect on other variables; and what is done is to observe phenomena as they occur in their natural context, in order to analyze them (Hernández et al., 2014).

Descriptive level, since it will comprise the characterization, recording, analysis and interpretation of the current nature and composition of processes or phenomena, its fundamental characteristic is to present a correct interpretation of the sense of belonging and job satisfaction. It seeks to specify the properties, characteristics and profiles of people, based on an analysis; it is only intended to measure or collect information independently or jointly on the variables studied. (Hernández et al., 2014, p. 92).

The total number of people who make up the study population is one hundred and seventy-six (176) students from the various specialties, so it is a finite population (Fernandez, 2004), as shown in Table 1.

Table 1. Student population

	II	%	III	%	V	%	VI	%	
Male	10	6%	25	14%	22	13%	10	6%	
Woman	24	14%	26	15%	40	23%	19	11%	
Total:	34	19%	51	29%	62	35%	29	16%	176

Note: SENATI academic area coordination.

Since the population is finite, having less than one hundred thousand units, then the sample size is the total number of students of the various specialties, so it is a census. The techniques employed were based on the literature review, to organize information on the performance of a task, activity or work. the in-depth interview with questions in which the interviewee could express his views and the survey that corresponds to non-experimental cross-sectional or trans-sectional, descriptive or correlational-causal research, and use questionnaires that are applied in different contexts (interview in person, by electronic means such as emails or web pages, in groups) (Hernández et al., 2014).

For the reliability analysis, Crombach's Alpha was used, which is reliable because the indicator has an excellent level, which naturally measures the internal consistency of the questionnaire (Celina & Campo-Arias, 2005).

Table 2. Internal Consistency Index of the questionnaire

Cronbach's alpha	N° of elements/items
0,976	30

Note: Statistical process

3. Results

With regard to the characterization of the organizational climate from the students' perspective, the following results were obtained, which show.

Table 1. Organizational climate level

Organizational climate	Frequency	Percentage
Very low level of organizational climate	26	14,8
Low level of organizational climate	24	13,6
Moderate level of organizational climate	57	32,4
High level of organizational climate	47	26,7
Very high level of organizational climate	22	12,5
Total:	**176**	**100,0**

Note: Prepared by the researchers.

In Table 3 there is a moderate level of organizational climate with a tendency to high (32.4%) in contrast to the rest of the indicators.

Table 4. Organizational climate level, by dimension

Item	N°	Media	Deviation standard
Dimension 1: economic conditions	176	3,3239	1,14777
Dimension 2: leadership style	176	3,0114	1,17589
Dimension 3: organizational policies	176	3,1250	1,32934
Dimension 4: management values	176	3,1364	1,115
Dimension 5: organizational structure	176	3,1193	1,12750
Dimension 6: member characteristics	176	3,0511	1,22949
Dimension 7: work challenge	176	3,0170	1,26705
Dimension 8: fair reward system	176	2,9375	1,
Variable 1: Organizational climate	**176**	**3,09**	**223**

Note: Prepared by the researchers.

Table 4 shows a high level of organizational climate (mean=3.09), with the following dimensions standing out as having contributed the most to the result: economic conditions (mean=3.3239), management values (mean=3.1364) and organizational policies (mean=3.1250). Likewise, it is up to management to incorporate improvements in the dimensions that have contributed the least, which are: fair reward system (mean=2.9375), leadership style (mean=3.0114) and work challenge (mean=3.0170).

Table 5. Organizational climate by gender

Organizational climate	Sex		Total
	Male	Woman	
Very low level of organizational climate	24	2	26
	17,9%	4,8%	14,8%
Low level of organizational climate	17	7	24
	12,7%	16,7%	13,6%
Moderate level of organizational climate	47	10	57
	35,1%	23,8%	32,4%
High level of organizational climate	30	17	47
	22,4%	40,5%	26,7%
Very high level of organizational climate	16	6	22
	11,9%	14,3%	12,5%
Total:	**134**	**42**	**176**
	100,0%	**100,0%**	**100,0%**

Note: Prepared by the researchers.

Table 5 shows that there is a moderate level of organizational climate (32.4%). In this sense, among men the moderate level stands out (35.1%), while among women the high level stands out (40.5%).

Table 6. Organizational climate by semester

Organizational climate	Semester				Total
	II	III	V	VI	
Very low level of organizational climate	0	7	15	4	2?
	0,0%	13,7%	24,2%	13,8%	1?%
Low level of organizational climate	0	7	11	6	24
	0,0%	13,7%	17,7%	20,7%	13,6%
Moderate level of organizational climate	24	19	8	6	?
	70,6%	37,3%	12,9%	2?7%	32,4%
High level of organizational climate	10	13	16	8	4?
	29,4%	25,5%	25,8%	?7,6%	26,7%
Very high level of organizational climate	0	5	12	5	22
	0,0%	9,8%	19,?%	17,2%	12,5%
Total:	**34**	**51**	**6?**	**?**	**176**
	100,0%	**100,0%**	**100,?%**	**100,0%**	**100,0%**

Note: Prepared by the researchers.

Table 5 shows a moderate level of organizational climate (32.4%). For students in semester II the moderate level stands out (70.6%); while for those in semester III the moderate level stands out (37.3%); for those in semester V the high level stands out (25.8%) and for those in semester VI the high level stands out (27.6%), according to the column percentage. Consequently, for the youngest students the level is moderate and for the oldest it is high.

With regard to determining the characterization of the organizational climate from the perspective of SENATI students, it was found that there is a high level of organizational climate, due to the contribution of three dimensions or aspects such as economic conditions, managerial values and organizational policies. It should be noted that the organizational aspects or factors have contributed most to the generation of a high level of organizational climate. However, it is up to management to incorporate improvements in the dimensions or factors that have contributed the least, which are: fair rewards system, leadership style and work challenge. Based on the above, the results of the present research are similar to those of Quiñonez, Perez, Campos & Cuéllar (2015) who found that most of the workers perceive the organizational climate very high, highlighting that all of them have been working for less than 1 year. Similarly, Piñan et al. (2016) argue that the dimensions that have contributed the most are: identity, responsibility, supervisory styles, support, warmth, work motivation, risk and structure stood out with respect to development opportunity, reward, communication, work stability, equipment, distribution of people and material. These results corroborate with the research of Perez & Rivera (2015) in finding a medium or moderate level of organizational climate.

It should be noted that the results have allowed us to verify the agreement with the theoretical basis of the author Rodriguez (2005) who argues that the organizational climate arises as a perception of workers on several variables: (1) physical environment variables, (2) structural variables, (3) social environment variables, (4) personal variables, (5) organizational behavior variables.

4. Conclusions

The work environment delimits fundamental aspects among the collaborators of an organization, taking into account that in a work area workers exercise a form of coexistence where different perceptions are evidenced and, therefore, behavioral patterns that guide to a good or bad work environment. In this sense, a work environment must include a good communication to promote trust environments that give the workers the security to perform effectively and collaboratively with their environment, meeting the goals set by the organization. In an academic institution it is a priority to establish actions aimed at a good organizational climate among students, teachers and administrative staff. It is here, where external factors that are reflected in the behavior of each member of the academic institution are

evidenced, especially in students. Consequently, an educational institution has areas of tutoring and guidance that help to overcome inappropriate behaviors that may jeopardize the good organizational climate.

In SENATI it is evident that there is a high level organizational climate, which would respond to a safe, calm, respectful and responsible environment, where its members can interact freely in front of their social group. And according to the results of this study, it is suggested that the institute establish a regulation where a tutor is assigned to each group of students, with the intention of guiding and organizing the activities of the students.

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