Incidence Of Exogenous Factors In The Work Performance Of Colombian Workers

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Abstract

The purpose of this article is to analyze the relationship between the quality of working life and salary compensation in Colombia. Whereas salary compensation can increase employee satisfaction and promote good performance and happiness; Job quality includes various objective and subjective dimensions, and may include income, job stability, job satisfaction, and social security. Able to provide a variety of work and personal benefits, improve employee satisfaction, and pay fairly for work and activities performed. The purpose of this study is to analyze and question the main hypothesis, which is formulated as follows: how important is the compensation policy for motivation and work performance?

Keywords: quality of working life, compensation policy, job performance, productivity, workplace, personal development.

Introduction

In our current world, the work environment is in the midst of a stage of transformation and adaptation due to the rapid and dramatic changes that occur in the New Economy of a globalized world, in constant movement and evolution.

Due to this, it has been possible to identify the presence and rapid growth of pressures between companies due to the intense and unstoppable need for competition in the national and international market. Day by day, companies must innovate in each of their aspects, factors and characteristics if they want to be successful in the market, as well as strengthen themselves and gain the trust and loyalty of both their clients and alliances; they must be flexible enough, but also robust to give a good foundation to the purpose and tasks of the company.
If you want to address the situation of salary compensation along with how the quality of work is in Colombia, you must set questions, objectives or specific control points about "what" and "how" you want to address. Well, this will guarantee us a more organized, complete and easy-to-understand path, maintaining the greatest possible relevance; without the need to skimp on information, but without excessively deviating from the initial objectives.

Some unknowns that will be raised in this paper will be of the nature of:
• Do companies and/or people in Colombia really know what the salary structures are, including compensation plans according to the law?
• Are these types of structures and compensations complied with according to the law and certain companies? What?
• In Colombia, is it known and aware of what Quality of Work Life is? Under what conditions do people work in Colombia?
• Do companies comply with and guarantee adequate work spaces, guaranteeing the safety and efficiency of their workers in their jobs?
• Are companies, organizations and other groups aware of and make use of trends, challenges and developments regarding the levels of productivity, motivation, opinion and job satisfaction of their employees?

With this in mind, the present work seeks to investigate and define in a qualitative and objective way the situation raised in the previous questions on the labor and salary aspect in Colombia. This allows us to also know how workers are affected, either positively or negatively in their individual situations.

**Research proposal**

In the history of humanity, it was a matter of time before the first forms of community organization appeared to meet specific purposes and thus ensure that all needs were covered to the greatest extent possible. Over time, due to the arrival and growth of industrialization, massification and globalization, everything related to products, processes and relationships have evolved and adapted to the needs of the time. Currently, it is necessary that a company maintain firm humanist policies that defend and benefit its employees; because these are the base, raison d'être and force of operation of the same. This is partly due to the fact that both investors and consumers exert strong pressure to obtain fair, quality products and results that meet their needs.

In the present case, the situation and history of the various companies in Colombia have gone through all kinds of series of changes ranging from economic, social, political and even, on some occasions, cultural issues, pushing them to focus on the search, development and maintenance of the various talents that can be found in Colombian society. Therefore, there has
been a constant need for change and adaptation related to the balance and synergy between individual performance and business management, allowing them to coexist and complement each other to meet the objectives and purposes of companies. This challenge has fallen mainly on the areas of Management and Human Talent, since leaders must take charge of responding adequately to the contributions they provide to their own workers; Well, in the current era, the old compensation models are no longer sufficient to satisfy the needs of people, and this is demonstrated both in their levels of discontent and in the low motivation towards their work and jobs, since they really feel that They do not have real benefits for the efforts in the tasks they perform.

Because compensation issues are highly sensitive and in some cases seem ambiguous, it is important that organizations review, validate, understand, and understand the concepts that a compensation system incorporates into any of their models; it is also important to understand. Since not only the organization is affected, but also the people that make it up, it can also be a competitive advantage for the company, influencing the motivation of human talent to achieve greater productivity and loyalty.

For this reason, it is important to carefully observe the elements that make up the reward and performance systems that currently prevail in the literature, really how effective they are and what is their real impact within organizations. On the one hand, it is important to address the legal aid that regulates companies so that they are not caught in violations of the rules that, if not taken into account, could have serious consequences. Similarly, organizations must consider the jurisprudence derived from labor issues from the Constitutional Court and the National Council, where in Colombia the legal concept of what is considered a salary in Colombia is explicitly addressed.

Continuing with what was said above, the concept of remuneration and salary is broad. However, the law allows ancillary wage cost agreements between employees and employers. Contractual disputes that give rise to litigation that generate unnecessary costs to the company for not paying attention to the application of a compensation model that is not fully validated and supported. The tendency to make use of non-traditional compensation models has broadened the horizons of the field and has made it possible to align these models with the competencies and skills that employees need to develop. We strive to promote and validate the applied model in terms of achieving results, fulfilling tasks and responsibilities within the organization, and allowing us to mobilize and attract the best talent on the market.

With the constant social and cultural changes and various political and economic phenomena, everything related to the administration and management of human resources, workers and their adequate salary compensation becomes increasingly complex; since the priority of the companies will always be the minimum expenditure of resources, with quantifiable and predictable impacts, taking into account financial and economic points of view. This erroneous
modus operandi is due to the fact that there are a large number of occasions and situations in which there is a strong lack of knowledge about issues related to what a salary administration is, such as analyzing and improving the productivity of a company or organization, without losing sight or care of the quality of life and work of its employees.

With the present work we seek what we can learn from these cases, the reasons why they usually occur, how they can have certain types of consequences, and what can be done or taken into account to avoid various negative cases.

Theoretical argument

Over time, the organization has addressed and developed very important issues that lead to the motivation and productivity of people in the workplace and precisely feed our cutting edge. This directly impacts the human being and the company refers to impacts in various aspects related to promoting personal and professional development. This means that you have set up the entire model for payroll administration. This goes hand in hand with the desire of companies to optimize work performance at the pace that today's world demands.

To fully understand the concepts discussed in this review, it is necessary to define some key terms, as they will be present in all or most of them:

Job definition
Referring to the Substantive Labor Code, it is considered as any free human activity, that is, that is not forced by another person; This can be considered either material or intellectual, whose character and duration is permanent or transitory; considering this applied to a natural person who executes conscious services towards another and may have any purpose as long as this is carried out in the execution through an employment contract. This includes, the delivery of a reward to the person based on their activities produced, provided that this has an employer-employee relationship in accordance with the laws, regulations and articles in force. This reward is called salary and its amount is defined based on the activity and intensity with which it is developed.

Contract definition
According to the Substantive Labor Code, its articles describe the contract as that document by which a natural person is obliged to provide certain services personally to another person, whether natural or legal, with a dependency or subordination towards this second part, with a remuneration in between. The person who provides the service is called "Worker" and the person who receives it and gives the respective remuneration is called "employer" and can be any form of remuneration is called "Salary"

What must be taken into account is that, according to the substantive Labor Code, it explicitly states that the activity to be carried out by the worker is personal and therefore must be carried
out on their own. Also that the subordination of the employee with respect to his employer, the former must be available for the fulfillment of orders together with duly established and accepted regulations; with the condition that this does not affect the honor, dignity or minimum rights that have been treated internationally and nationally in regards to both worker and person; and finally, a salary as compensation for his service.

**Definition of Salary.** By the substantive Labor Code, it can be understood that those payments that can be taken into account such as:

1. A remuneration, whether fixed, ordinary or variable; as agreed.
2. What the worker receives in the form of money or in kind for the provision of his services, can be called or adopted such as: Premium, bonus, bonus, commissions or percentages.

**Definition of minimum wage.** Continuing with what is established in the Substantive Labor Code, the minimum wage is defined as what every worker must have the right to subsidize and satisfy their normal needs, and if necessary, those of their family, being of material, moral or cultural importance. This is subject to possible increases as discussed above, as it must be adjusted for inflation year after year so as not to be left behind when compared to the cost of living.

**Definition of Remuneration.** It is defined as the source of income that a worker has due to the work or tasks performed, forming a labor relationship with the person who delivers it. Many times this is covered under the forms of salary or salary according to the conditions that are established.

**Definition of Incentives.** Taylor (1984) defines the incentive as that to offer a remuneration which is higher than what is generally given, and on average, in the industry. This would help motivate employees to allow and facilitate the achievement of production goals, even exceeding them. If a task is carried out correctly and in due time planned for it.

The existence and distribution of incentives allows for synergy and the creation of expectations for both parties, making it possible to improve living conditions at higher levels.

individual or collective, helping even the confidence and coordination of the different work teams.

**Salary Increase.** It is defined as the improvement in jobs, conveniences or wealth. That is, to the action of increasing or raising the amounts in the salary that had been previously established. Being able to distinguish some types of increases:

- Cause or depending on how it originates: Personal reasons, such as seniority; or for acquiring...
responsibilities of a greater nature; or, in excellent levels of performance and productivity or results; Finally, it can also occur when a general rule is applied.

- For effects given in time: Which can occur indefinitely or limited.

**Human Capital**. Human capital is considered to be that group of knowledge, skills and attitudes of a work team or people in an organization whose objective is the development of a company project, satisfactorily fulfilling its goals and objectives. (Barbosa Galarza et al., 2015, page 20)

**Definition of Job Satisfaction.** Job satisfaction can be defined as the sets of attitudes that an employee has towards the work they perform; Well, it is a complex term to define since it is closely related to the work environment and what it entails, together with the specifications of the position, what type of leaders is subject to, how they are rewarded for their services, among others. Then, this occurs when expectations are satisfactorily met, giving positive results both internally and externally. (Barbosa Galarza et al., 2015, page 20)

**Definition of Quality of Work Life.** It can be defined as Quality of Work Life as those opportunities in which all the participants of an organization can collaborate together, without discrimination by levels or classifications, simply improving the environment by being part of the same group; Well, this would benefit self-esteem, personal self-realization and even how satisfied you are with your work and the due remuneration as long as they are fair. (Barbosa Galarza et al., 2015, page 21)

**Definition of Labor Motivation**. If you want to talk about motivation, you must understand the basic needs of the human being. These must be satisfied either of an existential or axiological nature, that is, of "being" or of "Protection and/or affection". They are generally affected by aspects such as social factors, time and culture. The human being, being a social being, generally receives satisfaction from being part of a social group and sharing with it (Barbosa Galarza et al., 2015, page 23).

**Definition of Labor Equity.** If fair equity is not received, only situations of "inequalities" arise; causing mostly negative changes in the attitudes and behaviors of people who are in certain environments; this, negatively affecting their jobs and even their positions: Both contributions and results can change drastically, affecting the distortions and perceptions of the self and their other colleagues in the organization, and may even cause them to defect.

**Colombian salary policy.** According to data provided by "EcuRed", an institutional policy is recognized as a Salary Policy which provides certain referential frameworks, which are based on all salaries available in a certain organization. That is, they are known tools for developing compensation mechanisms in accordance and in synergy with the functions and responsibilities of the position to be defined. Every year, government and worker representatives discuss
minimum wage increases that should be applied next year based on economic indicators.

**Discussion**

Work is defined as the exhaustive use of human muscles and nerves in the production process. Therefore, the compensation that an employee receives should not only replenish his strength, but also help maintain and provide a decent standard of living for the nuclear family. (Castro Alvarez & Londoño Atehortua, 2019, #90). "Ardila" (2003) pointed out by raising a very interesting aspect in his analysis, that quality of life is the most important role that workers play in their affectivity and emotional state, shows that it is closely related to the fact that we have access to basic subsistence resources. mentally, balanced and stupendously. (Castro Alvarez & Londoño Atehortua, 2019, #94)

In one of the studies that were taken into account, the Table belonging to the department of Antioquia, the existence of 4,048 companies is demonstrated, of which at least 83.12% are located in the city of Medellín, and a large number of these belong to the sector of clothing; this contributing to the generation of direct and indirect jobs (Castro Alvarez & Londoño Atehortua, 2019, #94) together with this, another table by the same authors, also made with data from the city of Medellín, there are 3365 existing ones of which at less than 87% are part of the micro-enterprise communities, distributing themselves in different ways throughout the city; Among them, 10.40% are part of small companies and 7.21% are part of medium and large companies.

It is allowed to see that in the city of Medellín there is a vital portion of companies and jobs distributed among micro, small and medium-sized companies; bringing behind it, an important burden by allowing various individuals to contribute to society and processes through the jobs offered, and therefore, to be able to earn a salary that allows them to satisfy their needs. However, many times this is not enough, since it is mentioned that it is not always enough with the income of a single person who is working in their family groups, because to maintain between a decent and good standard of living it is necessary that the other members also make their contribution. (Castro Alvarez & Londoño Atehortua, 2019, 95)

According to Ardila (2003), housing is a material good that allows people to measure their quality of life. A home with all public services can help create greater well-being, improve the living and coexistence environment and, above all, provide emotional and psychological stability. (Castro Alvarez & Londoño Atehortua, 2019, 95) Another section of questions changed its focus on determining what amount of salary employees receive. Giving as results the percentages of 44% having a Minimum Wage, another 44% having little or more than the minimum wage, with this, finally, only 12% earn less than the minimum. This makes it possible to demonstrate that, in order to maintain the home, a sufficiently stable job with decent wages is necessary.
In order to demonstrate that everyone must make their contribution, the study also showed results that when the respondents were asked if the house they owned, or the one they were living in, was their property, or on the contrary, they had to rent it, it was demonstrated that 64% pay a monthly rent, while only 36% have their own or inherited family home. Thus, causing surprise due to the fact that a large percentage of salaries were dedicated exclusively to rental payments (Castro Alvarez & Londoño Atehortua, 2019, 96), including the fact that the entire unit had to contribute to maintain rental payments. rents and be able to maintain their quality of life.

According to Zúñiga Romero, in his work on Labor Flexibility: The hypothesis raised is that there is no real relationship between the political system of 1991 and the established norms in labor matters that guarantee labor rights and the stability of workers in labor relations, justified premise. To a certain extent, labor law is one of the causes of the economic crisis and high unemployment, so that the authors of the study have raised several questions that have allowed them to answer and find alternatives. It is applied to the solution of controversies that arise between the parties at the end of the employment relationship. This is a situation generally favored by employers since they need to reduce costs to be more competitive in the market and not die from being stigmatized. (Barbosa Galarza et al., 2015, 45) also commenting on the phenomenon of labor flexibility: This is a model that has quickly established itself, especially in countries facing the phenomenon of globalization. It deals mainly with modalities such as salary flexibility, hourly flexibility and flexibility to curtail the rights of the working class, manifested in the form of hiring.

On the other hand, Gernot Kohler also comments in his work Criticism of the World Wage System about the hypothesis that equality should permeate global wages and that discrimination of any kind should not occur, thus benefiting Workers. He argues that the international wage gap is mainly due to discrimination and not to differences in productivity. concluded that similar productivity of manual labor does not necessarily lead to identical wages. The world's workers are not paid in proportion to their productivity in manual labor. Monetary productivity and wages are linked Political discrimination is the result of government policy. Thus suggesting a very possible existence of wage discrimination based on geographic location. (Barbosa Galarza et al., 2015, 50-52)

Mentioning also, Jairo Guillermo in his investigation of Labor Flexibility. Touching by way of discussion the possible impact of the more flexible work orders in Colombia on poverty and income distribution. A partial equilibrium analysis of the Colombian urban labor market suggests that lower real wages reduce unemployment, but at the cost of greater poverty and unequal income distribution. The authors conclude that the number of jobs likely to be created by the 2002 labor reforms will not significantly reduce the unemployment rate. Contrary to official projections, the reform could prolong the economic cycle recession and exacerbate
indicators of urban poverty and inequality. It can be concluded that an important part of the economic literature agrees that structural reforms that reduce labor costs are necessary to solve the problem of unemployment in Colombia. (Barbosa Galarza et al., 2015, 52-53)

On the other hand, the author Hugo Leonardo Pérez, in his research article on Associated Work Cooperatives, comments on his analysis of the management of collaborative work reward communities. Where joint work is defined as any free, physical, material, intellectual or scientific activity carried out autonomously by a group of natural persons who form an association, establishing their own rules in accordance with the provisions of the law and is governed by it. Their relationship was aimed at generating business. The solidarity economy should also be taken into account. A solidarity economy must ensure that people work together and improve production and the space for job creation, wealth distribution and sustainable development. Essentially reviewing the articles and works to know the concepts, purposes, characteristics and principles that govern the CTA and that are part of the solidarity economy and how they treat the concept of compensation in the CTA, he elaborated an approach process And how important it is that the new shareholders know the legislation to be able to participate in the decisions that the cooperative makes. (Barbosa Galarza et al., 2015, 58)

From a general perspective, this study contributes to the investigation of the feminization of poverty through a comparative analysis of male and female heads of state. The variables analyzed have other dimensions besides gender and the income of the head of household. In addition to this, various categories such as age, educational level, employment status, marital status and working conditions are analyzed to present a multidimensional panorama of poverty. In particular, this research will contribute to humanitarian management research ranging from labor relations to public policy development, based on a more precise understanding of potential target groups. (Salas Durazo et al., n.d., 112).

conclusions

It can be concluded that there is a long way to go in what corresponds to education and adequate compliance with a large number of aspects related to the quality of working life and fair and adequate salary compensation in Colombia. Although many times the law covers most of the way, companies do not always take the trouble to comply with it properly; This leaves many affectations in families that depend a great deal of the time, on the income of one or two people to support a complete family.

In current landscapes, such as uncertainty, unstoppable inflation and an uncertain outlook in both national and international situations; there is usually endless injustice and growing needs in vulnerable and underprivileged populations, since they often have to put up with all kinds of abuse on a daily basis in order to bring bread to the home, and even with this, many needs remain unmet most of the time, having to prioritize either their food, or the education of the little ones,
or the housing that they can afford according to their work, economic and personal situations.

Without also leaving aside the great gender gap that has not stopped presenting itself for decades. Generally, society expects much more from women, especially from housewives, having to take care of both their work and their personal lives at the same time: being at a special disadvantage in the first case, since, in various situations, they can end up being exploited at work, demanding much greater efforts and performance, or, having lower salaries than other colleagues, even for the same position.

It is of vital importance to create awareness and adequate conditions for the correct and efficient dissemination of human, labor and salary rights.

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