GOVERNANCE OF COMPLEX ORGANIZATIONAL SYSTEMS

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Prologue

In a sense of the analysis of the complex environment, the governance of health systems, care and prevention are elements surrounding factors that to date have not been fully addressed by the psychology of architecture.

Some precedents date from the industrial revocation when the social benefits are implemented, while the effects of the buildings on the workers and rightful claimants are observed, although focused on basic psychological processes such as perception, dispositions or behavior derived from limited or limited spaces.

However, it is until the advent of a psychology more in line with the complexity of the spaces when the first consequences of highly specialized buildings are observed in adherence to treatment and family or social support of the patients.

This is how the environmental psychology that studies hospitals arrive to those who consider it is the quality of the environments and the subjective well-being of those who live there.

I find the fact that the psychology that studies hospital environments and climates is very similar to the monitoring and follow-up of corporate governments, as in the case of this book and I congratulate the coordinators for the significant effort to address and combine the aspects in comment

Introduction

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The present work acquires special relevance in its approach to organizations as complex systems and in direct relation to public health institutions, as well as their agents or perfusionists.

It is known that the complexity of open systems lies in their dynamics, entropy and emergence, although their fractality is the common denominator of each of their structures, identities and discourses.

At the level of groups and organizations, this work goes beyond the individual to investigate their complex processes in the systematic observation of their classical processes such as the climate, commitment, satisfaction and favorable disposition bureaucracy and right holders in hospitals and community health centers in central Mexico.

In the first chapter, the reader will be able to notice the emergence of a new economy of the complexity of systems in general and of health entities when observing the differences between attention and prevention itself that starts not from the individual or from its groups to which it belongs, but, rather, from environments of subjective quality of life and well-being.

Precisely, it is in the emergence of labor commitment that agents not only limit themselves to institutional norms and values. In addition, they generate a new emergent dynamic of situations and conventions that the sciences of the organizations have been investigating from the climate and the leadership.

Particularly, in the case of Social Work as an agent of change it is necessary to indicate that it is a discipline adjusted to institutions, but close to the needs of people. In this sense, they build a system of complacent governance in terms of management and administration of resources, since they are key actors in the completion of prevention.

In complex systems, the dynamics of life satisfaction are explained by the emerging commitment, but also from the command structure and decisions. It is a scenario in which prevention is no longer the cause but the result of the relationships between the actors.

The work ends with the presentation of a chapter devoted to the imminent destiny of complex systems: entropy as a higher phase of organizations dedicated to the creation of knowledge for the prevention of accidents and diseases, although as managers and resource managers they approach every time to entropy, in their climate levels are close to negative entropy because of their level of commitment and situational leadership.

Systems of the Economic Complex

Jorge Hernández Valdés
Francisco Rubén Sandoval Vázquez
Héctor Daniel Molina Ruíz

Abstract –*The objective of this essay is to establish the relationship between economic crises and sociopolitical justice. For this purpose, the economic crises of the emerging economies are analyzed, with emphasis on the regional economic crises of Latin America and especially the economic crisis in Mexico known as the "tequila effect". Subsequently, the effects of economic crises on civil society are conceptualized, mainly the social and moral values and norms around the binomial financial crisis and crisis of confidence in consumption. The analysis of this binomial will serve to build theoretical bridges around the sociopolitical consequences of financial globalization and neoliberal politics.*

Keywords –*financial globalization, recession and economic crises, sociopolitical justice, norms and values.*

Introduction

The analysis of the Neoliberal political economic system can be carried out considering the formation of the Modern State and its relationship with economic growth factors such as trade unions.

Around the Modern State, its economic policy was emphasized as the fundamental axis of price stability, full employment and the factor of change in terms of the autonomy of the central bank.

If we consider economic policy as a monetary control system in which the entry and exit of investment in key sectors of the economy is its fundamental instrument, then we witness a Neoliberal policy in which the State makes the productive sector more flexible. its employer obligations to its employees and encourages investment with exchange rate policies in which the local currency devaluates against international currencies.

However, the economic crises and their repercussion in the excessive consumption of products have their origin in a "fallacy of growth" consisting of the intensive use of Information and Communication Technologies (TIC's) that only represent a tenth of the US market. It is an informational economy in which the academic and productive sectors deposit their development expectations.

During the nineties, the information economy grew exponentially until reaching a percentage increase of 4.09 (10.2) percent in the Nasdaq technological index.

However, the growth fallacy of the technology sector was associated with speculative investment capital with a high probability of risk for the recipient countries more than the central countries of development.

The informational economy is a world-system in which the developed economies concentrate production and consumption in technological and informational sectors.

In this context, the Neoliberal State, restricted monetary circulation, raised interest rates, deregulated financial operations, fostering mass unemployment, making social cuts and encouraging anti-union laws that culminated in the privatization of parastatals.

Such was the case of the Mexican economy that in the nineties was rescued by the International Monetary Fund (IMF) in exchange for deregulation of the market and the free floating of the currency. However, the structural adjustment of the Mexican State with respect to the economic policies of the IMF, inflation was 131.8 percent.

For 1994 the privatization of parastatals reached the figure of 1115, foreign investment went from 509.1 million USD in 1990 to 9'241.4 million USD in 1993. That is, a wealth effect or growth bubble was created with speculative capital.

However, the Mexican economy was only the reflection of the North American economy since it grew with the stock market boom of the technological market more than the exchange market. From 1990 to 2003, the informational economy of the United States of America grew 4.1 percent and its exchange market reported a transaction volume that reached 1,200.00 million USD.

In the year 2002, the world economy generated 59 percent of its transactions through the exchange system in which 75 percent was controlled by 17 banks in Great Britain, 13 in the United States, 17 in Japan and 5 in Germany.

This explains why the movements or financial transactions that are generated in the four most developed economies affected the emerging economies.

Such are the cases of Malaysia that lost 10.1 percent of the Gross Domestic Product (GDP), Thailand with a loss of 9.4 percent, the Philippines with 8.3 percent and Indonesia with 5.3 percent, generating a decapitalization effect known as the "Dragon effect". "That transferred 41,000 million dollars to other investment items. In just four years from 1990 to 1994 the Asian economies were undercapitalized and their currency devastated.

In each one of the economic crises, the State was blamed for its incompetence when dealing with economic crises or, as the case may be, for intervening in the market without considering the recommendations of the IMF.

If the economic-informational system increased the decapitalization and the economic crisis, then the Neoliberal State seemed to have accelerated the crisis.

This assumption is based on the fact that economic crises have required the State to reactivate itself and generate a circle of production and consumption according to market demand and the supply of employment.

The sociopolitical systems

The term system was coined by Bertalanffy to differentiate living beings from animated objects based on the exchange of energy, opening and closing. He called living beings open systems because they were processes of energy exchange in which necessarily homeostasis (equilibrium) could transit to entropy (imbalance) and then to neguentropia or syntropy (rebalancing or reduction of entropy). In this sense, a sociopolitical system refers *to the balance of power relations between the State and the reduction of its conflicts through instruments or mechanisms of coercion and persuasion as a response of the State to the demands and expectations of its governed.*

The first sociopolitical system was the tribalism in which a leader or caudillo stood as the maximum decision maker in matters of the tribe and that concern their security, vindication or emancipation before the onslaught of other tribes. It is a center of power that emanates from the attributive legitimacy since the leader or caudillo is perceived as having special qualities for combat and the triumph of the battles in which he interferes. In this system there were sympathizers to the regime that collect resources to encourage the combatants. In effect, it was a preliminary management of taxes on the imposition of tributes characteristic of the middle ages, the despotic regimes and the absolutist monarchies.

Once the demand or emancipation has been consummated, the State moves towards totalitarianism and authoritarianism. In the first case, it is a regime in which sympathizers and dissidents are identified by a loyal group which is responsible for redistributing resources according to a tribute. Because the distances between the kingdoms are short and the population scant, the censuses could be made in a short period of time at the same moment that the future Praetorian members were recruited. Under these two forms of State, the subjects are condemned to remain and die in the same place where they were born since the relationship between the kingdoms is limited and nullified.

Once the population increased, feudalism gave way to commercial and commercial relations, the main embryo of modern capitalism. It is a sociopolitical system of transition in which each governed is already considered a citizen to which they must procure their guarantees so that they can organize and compete for political power. Citizen participation is a symptom of a new regime with a new economic model. Capitalism required the freedom of transit and labor election to guarantee a pleiad of workers willing to sell their labor force for their subsistence. In this sociopolitical system, democracy underlies as an ideal system for the expansionist purposes of the market. In both, social work ceases to be a work of charity and altruism to become a profession at the service of the census, research and management of resources. Through images rather than discourses, the modern state transmutes into a kind of persuasive system in which simulation is its main currency. That is, the State seems to collude with the media to define the political contest around the election, competition, debate, elections and governance of a political class that seeks to legitimize itself in the preferences and intentions of voting rather than in the resolution of the imbalance between availability and distribution of resources.

If the persuasive State bets for the diffusion of images for its elective legitimation, then in the future two predominant sociopolitical systems are expected: anthropocentrism and ecocentrism. In the first case, public policies are aimed at resolving the imbalance between available resources and consumption expectations by encouraging employment, increasing purchasing power and competition for these resources. Full employment is proposed as an objective, although most of these are insufficient even to acquire a resource or derivative product. The governance of common resources is limited to a distribution law based on their purchasing power.

In short, state forms and government regimes determine the relationship between the state and social work. In this sense, the main function of social work is to promote inexorable forms of power to public policies and the problems of availability and distribution of resources (see table 1).

Table 1. Subsystems of sociopolitical propaganda

State	Communication	Propaganda	Power

Tribal	Coercive	Community	Concentrated in caudillos, transmuted into messages of national unity and exercised for the claim.
Totalitarian	Coercive	Praetorian	Concentrated on ideological leaders, transmuted into omnipresent messages and exercised for the elimination of dissidents, adherents, sympathizers.
Authoritarian	Coercive	Praetorian	Concentrated on political or military leaders, transmuted into messages of vigilance, intimidation, discrediting and cooptation, exercised as a control of dissidents and legitimization before sympathizers.
Transitive	Coercive	Pre-institutional	Concentrated on institutions, transmuted into messages of legitimation and exercised as political reengineering.
Democratic	Persuasive	Institutional	Concentrated in presidential, parliamentary or semi-presidential political systems, transmuted into messages of freedom, justice, dignity, equity, vindication, inclusion or diversity, exercised as a value, norms and beliefs.
Sustainable	Persuasive	Media	Concentrated on the availability of resources, science and technology, transmuted into statistical messages, exercised through images related to climate change and its consequences on animal or plant species, current or future.

Within the framework of sociopolitical propaganda and the exercise of power, the relationship between the State and the governed is mediated by social work. This process reconceptualizes the intervention of social work and positions it in a place of power very close to the base of the pyramid, but essential since it requires diffusers of power to transmit messages; symbols and meanings to achieve sustainable development.

However, social work has been predominantly intervention and management of resources that in a state assistance scheme and as an intermediary only aims to disseminate public policies. An alternative to the sociopolitical historical function of social work is possible to deduce from the sociopolitical approach related to the complexity of the State.

The State that has arrived at a sustainable development phase will have an impact on the practice and conceptualization of social work. For this, some sub-phases enunciated by political sociology must be fulfilled.

The thought of John Rawls about the distributive justice of resources and therefore the approach to sustainable development, is fundamental to the outline of a state of persuasive complexity proposed by Niklas Luhmann. In the Rawlsonian conception, the power of decision and distribution must be maximized while private interests are minimized for the benefit of social welfare. In such a process, moral development is sought by the State to arrive at distributive justice. The greater the participation of citizens, the greater the allocation of resources by the State. The aim of the Rawlsonian approach is to achieve a balance between participation, merits and consumption to avoid acts of injustice such as granting resources to those who are not even involved in its transformation and distribution.

However, the Rawlsonian proposal seems to depend on a moral development that citizens cannot reach since the power relations between the State and citizens are conditioned by pragmatic mechanisms. For this reason, Niklas Luhmann avoids dismembering the mechanisms of control and dependence between the State and citizens. From the Luhmannian perspective, the State evolves in function of scientific and technological advances. If the despotic absolutist state did not use persuasive mechanisms, it is because the instruments were not sufficiently developed to homogenize the opinion of the masses. Precisely, as the technology of information and communication progressed, the State was incorporating phrases, images and speeches of power that had sufficient resonance in the governed.

A solid state, according to Bauman, symbolized and meant security. On the other hand, a soft state distorted social welfare and fostered socio-political insecurity when confronting or correcting conflicts of interest within society itself. The actors, economic, political and social, seemed to be led by an omnipresent State, but all retrospective or prospective failure was inevitably attributed to the state's inattention and inattention. Therefore, the Luhmannian perspective is very similar to the Baumanian position: The State is the axis of economic growth and social development. As a center of power, the State had to count on loyal forces to combat the usurpation of other States and the internal conspiracy.

Both the solid Baumannian State and the Rawlsian State of justice are considered an antecedent of the Luhmannian Persuasive State. In this sociopolitical scheme, the State is conceived as an entity of interests in which endogenous and exogenous positions converge around the sociopolitical system. To the extent that the State uses information and communication technologies to make its relationship with citizens more complex, it assumes risks that lead it to rethink its role as guarantor of society. Unlike the coercive State in which legitimacy is granted to it by its occupied territories, the persuasive State acquires its legitimacy in the range of freedoms. A restriction on freedom, mainly that of choice, entails a high cost that translates into insecurity and uncertainty.

However, the purpose of both the coercive State and the persuasive State is the control and manipulation of public and private perception, opinion and decision. The difference only lies in the fact that the coercive state is a simple phase of legitimation and the persuasive state is a complex phase. Simplicity means an asymmetric power relationship between the State and the governed. Complexity is understood as a symmetric relationship between State, institutions, citizenship and the media.

Theory of World Systems

The World Systems Theory states that the developed economies implemented two systems around the financial deregulation known as globalization and around the deregulation of labor known as neoliberalism (Goicoechea, 1999).

The economies that went from a predominantly industrial and informational activity benefited from concentrating the activity of the markets in their stock exchanges.

Therefore, the buying and selling trend in Dow Jones, Nikkei, Xetra Dax or Nasdaq influence emerging economies causing the decapitalization of economies.

In Latin America there have been three crises that exemplify the null incidence of Neoliberal policy on decapitalization and the transfer of loans as a rescue of the economy at the expense of the liberation of the emerging economy.

On the stock exchanges of Argentina, Brazil and Mexico, government regimes and protectionist forms of state could be observed, which had to open the state monopoly to the monopoly of transnationals (Rosique, 1999) . Based on the self-regulation of the markets, the maximization of profits was considered. This implied labor flexibilization and financial deregulation that, on the one hand, capitalizes the economy and creates a false growth effect, and on the other, encourages excessive confidence in investment. In all three cases, the national currency was overvalued and prevented the increase in the interest rate and the inflow of capital into the key sectors. Once decapitalized, neoliberal policies in each of the three nations, generated crises from which new indebtedness helped to reactivate them at the expense of the reduction of State intervention in the economy.

In the case of the Mexican economic crisis, the political class observes in the decisions of the government in turn the main source of exacerbation of the crisis.

During the period 1990-1994, the Mexican economy grew significantly to such a point that in 1992 it received the largest investment from emerging economies. However, in 1993 a crisis began that forced the devaluation of the currency, the flexibilization of the economy and the deregulation of financial investment. Once the crisis was recognized, the government in turn denounced the previous administration as the main cause of the crisis for not recognizing the speculative growth of the economy and requesting the financial intervention of the international organizations or the treasury departments of the developed economies.

Unlike Argentina and Brazil, Mexico was administered by a political system in which the single party did not concentrate the power of political decisions, but only legitimized the internal election of the pre-candidates and the candidate for the presidency of the republic. The conflicts that led to political instability in Argentina and Brazil led to coups that prevented the implementation of Neoliberalism until the most recent decades. The South American economies, impregnated with populism and hyperinflation, exemplified the neoliberal criticisms of the interventor state. In contrast, Mexico had reached a constant growth rate until the 1980s, when economic dependence was recognized with respect to the economy of the United States of America (Soria, 2007).

Despite the construction of different political systems and State forms, the Latin American crises seem to have the same origin, the same effects and the same solutions.

Economic Crisis of Mexico (tequila effect)

The unprecedented growth of the Mexican economy in the nineties, could be considered as the excessive growth in which, internally, the key financial sectors were over-indebted and due to not having sufficient liquidity, they caused the exponential increase of overdue portfolios causing an unprecedented financial-banking crisis. The Mexican State deregulated the stock investments allowing the indiscriminate entry and exit of capital. This led to the devaluation of the currency to make the country more attractive in attracting investments. The result was a currency and exchange crisis in which the government of the United States of America managed its recapitalization at the expense of unemployment and the flexibilization of the economy (Pino, 2007).

The case of the Mexican economic crisis was the first one regarding the neoliberal decisions of the government in turn. The economic crises of yesteryear were generated by decision errors that increased government spending on high-risk projects which would not benefit from the high costs. In contrast, the current economic crises have their origin in the consumption expectations generated by excessive confidence between the creditor banks and the companies or individual debtors that do not reach to calculate their level of indebtedness against their expectations of growth.

The Mexican State was identified as the main responsible for the crises about the administrations of the past.

In this sense, policies are particularly important in a context in which public spending, unemployment, remittances and retirement seem to be faced with decisions that exacerbate social welfare (Osorio, 2001).

During the period from 1970 to 2005, while in the European Union it was allocated from 35 to 45 percent of GDP, in Latin America it was allocated from 9 to 20 percent of GDP. Beyond public policies, government decisions on financial and exchange market flexibility seem to affect the stability of the economy by not regulating the entry and exit of speculative capital (Canales, 1999).

In Latin America, in 2004 there was open unemployment of 10 percent among those aged 15 to 64 years, which exemplify the effects of labor flexibility.

Another variable that affects public policies is the pension system. In Latin America; Mexico, Chile, Argentina and Uruguay have the highest percentages; in adults less than 70 years old it corresponds to 40 percent on average and over 70 years corresponds to 89 percent. In Chile, they have the highest percentage of retirement fund administrators with 69 percent and in Mexico, 63 percent in 1997.

Regarding coverage, Mexico has 3,500 affiliates, 100 thousand taxpayers and only 30.8 percent contribute their pension. total of the Economically Active Population (EAP).

In short, Latin America and particularly Mexico, are examples of the relationship between Neoliberal policies and financial globalization. This relationship is intensified to the extent that economic crises show dimensions consistent with the complexity of public policies (Guillén, 2007b).

During the period from 1970 to 1980, there are processes of decomposition of profitability generated by the deregulation of economic, financial and labor activity. This tendency led to the collapse of social security and the privatization of parastatals.

This process is fundamental around the concentration of capital and the monopolization of investments by the World Bank, the International Monetary Fund and the World Trade Organization.

Given this scenario, the State has adopted measures to renegotiate its debt to reactivate the economy, in other cases it has facilitated the implementation of counter-cyclical measures in which public policies are fundamental.

Regarding social assistance, the Modern State uses two approaches to alleviate the effects of economic crises. The first consists of a series of legal principles from which public policies are an instrument of social rights. Another approach refers to the organization of citizen participation with a view to solving the effects of financial globalization (Tarasiuk, 2007). In this sense, political-social neoliberalism promotes the idea of individualism at the expense of communitarianism and union welfare.

The political system is a social pact or contract in which individuals renounce their natural rights to seek political freedom or equality. The first means a sum of civic freedoms. The second refers to authoritarian-totalitarian states that define a point of departure and a point of arrival among the inhabitants of said nation-states.

Theory of Justice

The Theory of Justice which explains individual freedom based on a moral equilibrium in which the contract or social pact includes consensus on values and rationalities in the face of contexts of uncertainty such as economic crises.

To say of the Theory of Justice, the order of values such freedom and rationality, allow the development of a balance in the decision making that overcome the dichotomy between freedom and equality, individual liberalism and collectivist liberalism. These are moral principles that guide the objectives and purposes of people. In this sense, justice is synonymous with equity rather than equality. Everyone has the opportunity to use various resources to achieve their goals. This implies a corresponding heterogeneity of wills with a plurality of demands.

The Theory of Justice develops the moral foundations of social coexistence. It is composed of legal norms and sociopolitical values; openness, plurality, tolerance, equity, freedom, solidarity, participation, inclusion and democracy (Becerra, Salazar and Woldenberg, 2000).

The main instrument of the Theory of Justice is the reflective equilibrium that consists in proposing a diversity based on social consensus. Reflective equilibrium implies merging freedom and equality to promote the fullness of life. Greater social diversity is considered a greater fulfillment since individuals renounce monopolies and dependencies to adhere to a feedback of ideas and experiences that determined their heuristic reasoning around the distribution of wealth, income, responsibilities and resources.

The social political liberalism posed by the Theory of Justice implies a new social document in which the signing parties commit themselves to direct their efforts in the diffusion of their differences rather than in their egalitarian suppression.

If people accept their differences, not only can they coexist with diversity, but also, they will develop values in favor of equity. Ethics, in this context, acquires special relevance if human behavior is considered because of said values, norms and traditions.

In the case of economic crises, society adopts a system of values and beliefs that release wills that increase distrust and inequalities, to such an extent that the economic recession is complemented by a crisis of trust, security and identity (Mariña, 2003).

Precisely, this is the relationship between globalization and freedom (Toledo, 1999). To the extent that we are free for the expression and transit of ideas, we increase our assessment of financial deregulation and economic crises, bringing us closer to a state of primitive freedom that is far from being a democratic-communicative freedom.

Final considerations

This essay has demonstrated the relationship between economic crises and sociopolitical values as effects of neoliberal policies; financial deregulation, labor flexibility and regulatory discontinuity.

Around the economic crises, the State has entered into a pragmatic relationship with the economic and social sectors. Based on a flexible public policy, the State has avoided the financial organization and has submitted the opinions and policies of the international financial organizations.

In this sense, the decapitalization of the economies stands as a main consequence of financial deregulation in the key sectors of the economy and the financial exchange market, such as; banks, brokerage houses and stock exchanges.

The economic decapitalization, as an indicator of the informational economy, accelerates the productive and consumption processes of the societies administered by States of a Neoliberal nature.

An increase in productivity without controls by the State increases unemployment and labor flexibility, contributing to the loss of purchasing power against inflation.

About consumption, financial globalization fosters an effect or fallacy of growth that contributes to the expansion of the economy through credit and interest payments. The indebtedness, by itself, would not represent a danger for the economic dynamics, but not being able to cover the indebtedness contracted, the debtors increase, without knowing it, the economic bubble and with it the subsequent economic recession, prelude to the local crisis with repercussions and in the case of recessions in developed economies, with a global impact.

Precisely, the Latin American crises had their origin in the American recession, mainly the Mexican economy resented its effects. Combined with the US economic slowdown, Mexico's anti-crisis policies have led to greater indebtedness and, with it, greater exclusion, vulnerability, marginality and poverty.

Economic crises in developed countries affect the financial, exchange and economic stability of emerging countries. The diversity of the impacts seems to be endorsed to the political decisions of the State rather than to the dynamics of the market.

Particularly relevant are the anti-crisis measures that consist of renegotiations and re-indebtedness external to the oppressed economy and internal to said economic system.

As systems of decisions for the public welfare, the State oscillates between deregulation and the flexibility of its policies, they seem to affect only its productive sectors, public finance, social programs and the central bank.

This vicious circle could be affecting other areas and sectors of the economy that until now have not been sufficiently observed and analyzed by the state of the art.

The economic-social studies of financial globalization, neoliberal politics and its social consequences seem not to integrate the principle related to social justice as a derivative of economic equity.

As a world-system, financial globalization and its corresponding effects allow us to explain the increase in the redistributive injustice of wealth and the inefficiency of the instruments and mechanisms of economic inclusion, political democracy and social equity. As a local consequence of financial globalization, freedom of choice seems to vanish in the face of frenzied market production and consumption.

In this context, the State seems to have the opportunity to take back control of financial regulation to ensure employment and the corresponding social benefits that encouraged the moderate consumption of natural resources.

If individuals perceive social security, they can plan their consumption without converting it into a lifestyle in the face of crises, but as an opportunity for conviction of a welfare state rather than a gendarme of the market.

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Emerging Source Commitment to work in the health social sector work

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Abstract *–Under the t ork s ocial is immersed in public policies and social programs that are aimed at vulnerable, marginalized or excluded groups, it is necessary to analyze its commitment considering its relationship with the management for the treatment of illness and rehabilitation in institutions health sector. In this sense, the objective of this study was to establish the reliability and validity of an instrument that measures work commitment (22 items out of a total of 35) in the health sector. For this purpose, a non-probabilistic sample of 1 25 social work professionals with experience in implementing social programs and monitoring institutional strategies for health promotion was used. They established normality (kurtosis = 7 , 272; bootstrap = 0, 000), reliability (alpha = 0, 673) and validity (KMO = 0, 875 ; X^2 = 12 ,156; 11gl; p = 0 , 000) of the scale that measured work commitment , a reflective structural model in which commitment towards the institution was positively related to work commitment (β = 0, 91) and the adjustment and residual indices corroborated the multidimensionality hypothesis of the labor commitment (X^2 = 17 , 000; 13gl; p = 0, 000; GFI = 0, 975; NFI = 0, 975, CFI = 0, 985, RMSEA = 0, 009).*

Keywords *–public policies; Health sector; social work; work commitment.*

Introduction

In Mexico, political and social programs involve assistance to vulnerable groups, marginalized so excluded through the professional of social work. In health, management and promotion are areas of intervention. In other words, as the State encourages human development in its areas of health, education and employment, it has an impact on institutional strategies for the prevention and treatment of diseases. However, the machinery and institutional policy of the health sector requires talents committed to low-income social groups, since networks will be formed for local development (Barranco, Delgado, Melin & Quintana, 2010) . For this reason, it is relevant to study the indicators of work commitment in professionals linked to social assistance programs. A diagnosis of the areas of opportunity and the virtues of the health management and promotion system will allow us to discuss the emergence of new social assistance paradigms centered on human development promoters (Melano, 2007).

Although public institutions are to a Development Plan National, the professional practice often conditioned by local, institutional or situations, the working environment, salary or stress involved personalized attention (Ocampo, 2008). In this regard, it is necessary to establish the dimensions of organizational commitment of professional, since a high degree of commitment suggests an efficient level of care, which could translate into a favorable evaluation of social policies and programs institutional.

For the health sector, the work commitment to be associated with the management and health promotion is set by indicators that are responsible for extol the institutional structures and policies for predicting personal actions (Ru i z, 2010). In this sense, work commitment has been a transmitter of relationships and conflicts within an institution that inhibit or potentiate job satisfaction. As the professional commitment transfers organizational values of collaborative interrelation, it affects the expectations of the members of an organization (Santarsierro, 2012) . This process supposes the coexistence between indicators of labor commitment that by their nature are complementary and opposed. That is, organizational commitment contains two socialization processes, allusive first order principles that place the individual in a context, and second order relative principles that identify a structure of power relations; both can be opposite.

In institutions of socialization serve as structures of second order to influence perceptions, beliefs, attitudes, decisions and actions of its employees.

In principle, institutions are a scenario of political rationality in which the state wields welfare programs that professionals must follow and, in any case, to perfect the system to achieve favorable evaluation of public policies and the social programs.

This process of political rationality can be complementary or antagonistic to the principles that guide personal, interpersonal, family or collaborative commitment in the employees of a public institution (Pastor, 2012) .

Therefore, it is necessary to clarify the dimensions of organizational commitment from the complexity of the exercise.

In this sense, the present study seeks to establish the dimensions of labor commitment considering levels of institutional complexity that would frame the disagreement with indicators of a commitment derived from primary socialization.

So, we have a question that guides our reflection:

What are the dimensions of labor commitment in social work professionals who work in public institutions, but have had a critical training around the exercise of their profession and have been socialized under collectivist principles where the interests of the majority prevail over the objectives personal or institutional?

The answer to this question is confined to the organizational psychological studies related to labor commitment. These are four dimensions in which commitment is indicated by support, recognition, learning and assessment. The labor commitment can be observed from the support that the organization grants to the individual for their personal, family and work development. In this sense, the leaders of the organization that recognize specific actions to the individual encourage the recognition of the labor, family or interpersonal groups in which the individual is inserted. In this way, a concrete action that implies a precise recognition supposes a specific learning as a symptom of labor commitment. Finally, in the case of organizations with social commitment and that transfer these values to individuals, they generate a series of personal values that can be observed as symptoms of their work commitment.

Labor commitment is imbricated in an organizational psychological system that starts from the climate and ends in satisfaction. In such a system, the commitment interrelates with leadership and performance to mediate the relationship between climate and satisfaction. These are assumptions according to an increase in the relationships of tasks and human impacts leadership, commitment and performance to influence an increase in life satisfaction. That is, the human capital in organizations seems to be immersed in a series of activities and personalities that lead them to take leadership roles and dimensions of commitment that increase performance, although this process is, m to s good, oriented more personal satisfaction, the organization seems to intercede in such purposes (Castro, 2006, Castro & Martins, 2009, Salgado, Remeseiro & Iglesias , 1996, Tejero & Fernández, 2009, Vecina, Chacón & Sueiro , 2009, Yáñez, Arenas & Ripoll , 2010).

The psychology of organizations has proposed that productive processes are inherent to the cognitive processes of those who work in an organization (Ríos, Téllez & Ferrer, 2010).

About organizational development, organizational psychological studies have shown that commitment is a factor in the systematization of production. In this sense, the commitment is assumed as a set of actions, roles, motives and expectations that generate a collaborative dynamic among the members of a working group or productive organization.

The model of organizational commitment Caykoylu, Egri, Havlovic & Bradley (2011) presents seven cases relating to empowerment, motivation, identity, trust, ambiguity and conflict, which affect the commitment through the satisfactions.

An increase in empowerment and motivation would lead to an increase in satisfaction and commitment. However, the reduction of ambiguity and conflict when negatively related to satisfaction affects an increase in commitment. Rather, identity and confidence in increasing also influence satisfaction and commitment (Hermosa, 2006).

If the organizational commitment is determined by empowerment, motivation, identity, trust, ambiguity and conflict through satisfaction, then the commitment can be defined as the result of the interrelation between organizational factors of human order about the relationship between leaders and employees. In this sense, the commitment is based on personal desires and organizational visions. It is an indicator of equity and justice in which leaders relate to employees based on a balance between freedoms, abilities and responsibilities.

From such assumptions, organizational psychologists have assumed that commitment is a product rather than a permanent process of identity. Those who assume a commitment to their companies are considered as a product of organizational dynamics rather than as individuals with personalities and collaborative values. In this regard, the recruitment and selection of prospects is not based on their individual characteristics, but rather their capabilities and coping strategies in the face of the emergence of conflicts, risk and uncertainty (Moreno, Ríos, Canto, García & Perles, 2010).

The organizational commitment opens the discussion around the relationship between organization and individual. The influence of the first in the second seems to be corroborated with the organizational psychological studies, but the commitment, as a systematization of functions and results, goes beyond the individual and the organization. Labor commitment refers to a set of moral and evaluative principles characteristic of leaders who, in their eagerness to achieve objective, firmly believe in the ideals of productivity, order and systematization of organizational functions (Figeiredo, Grau, Gil & García, 2012).

In short, the commitment is a set of beliefs, attitudes and actions that reduce uncertainty and increase I propensity future. The increase in risk expectations would decrease the motivation for work and would disrupt the system of human relations affecting the performance of each member.

Psychological Studies Engagement

Organizational psychological studies have established dimensions of work commitment based on their relationship with organizational variables (see T abla No. 1). Mainly, work commitment has correlated with the work culture (Wallece, Hunt & Richards, 1999), task climate (Neal, Griffin & Hart, 2000), life satisfaction (Mañas, B oada, González & Agullo, 2007), social recognition (Mendoza, Orgamb í dez &Carrasco, 2010), transformational leadership (Anwar & Norulkamar, 2012), productive performance (Tayo & Adeyemi, 2012) and entrepreneurial spirit (Danes & Joyoung, 2013).

Table 1. State of the art

Year	Author	Findings
1999	Wallece, Hunt & Richards	The climate of conflicts and tasks correlated with the organizational culture (rrespective of .31 and .34 with significance less than 0, 010). Climates of conflict correlated negatively with organizational values; efficiency, effectiveness, elitism, openness, justice, opportunity, power and endogroup. The climate of cooperation correlated positively with each of the values.
2000	Neal, Griffin & Hart	The organizational climate influenced the safety climate (β = 0, 54), the safety climate on safety knowledge (β = 0, 58), the safety knowledge on safety

		procedures (β = 0, 35) and on the safety participation (β = 0, 28), safety climate on safety motivation (β = 0, 43) and safety participation (β = 0, 23), the safety motivation on safety procedures (β = .57) and safety participation (β = 0, 29).
2007	Mañas, Boada, González &Agullo	Sex, job satisfaction and life are predictors of organizational commitment.
	Mendoza, Orgambídez &Carrasco	The commitment factor correlated with the client orientation, suggestions, recognition and training (r = 0, 29, r = 0, 29, r = 0, 34 and r = 0, 23 all with a level of significance less than 0, 05).
	Anwar & Norulkamar	The labor commitment is positively related to the lead, and satisfaction performance (r respective 0, 105, 0, 433, 0, 431 and 0, 281, p = 0, 05). The commitment determined work performance (β = 0, 105, p = 0, 05) and satisfaction (β = 0, 43; p = 0, 05). The transformational and transactional leadership job performance (β 0, 152 and β = 0, 107, p = 0, 05), satisfaction (β = 0, 603 and β = 0, 305, p = 0, 001) and to the commitment (β = 0, 431 and β = 0, 281, p = 0, 001).
	Tayo and Adeyemi	They correlated to organizational commitment to job performance (r = 0, 75; p = 0, 05).
2013	Danes & Joyoung	The evaluation of the business commitment was determined by the commitment self-assessment (β = 0, 62). In turn, a correlation was established with the self-assessment of business commitment (β = 0, 17). That is, as the degree of responsibility increases, the entrepreneurial spirit also has an increase in its values relative to commitment and self-evaluation.

Psychological studies have established labor commitment and varying causal relationships between the leadership styles (Anwar & Norulkamar, 2012). As the type of leadership intensifies, it explains the increase in work commitment. That is, the different types of leadership affect the increase or decrease of perceptions, attitudes, d ECISIONS and actions of emp l and ADOS. In this sense, the performance history affects the commitment to increase productivity in the future (Tayo & Adeyemi, 2012). That is, behind labor engagement, command structures, relations task, conflict and stress or satisfaction seem to explain the increase or decrease l commitment assumed by the emp l e Corrupted on your stay labor, although M añas *et al.,* (2007) sex and for Mendoza *et al.,* (2010) customer explained the occupational commitment.

Mañas *et al.* (2007) as well as Anwar & Norulkamar (2012) agree in relating life satisfaction with commitment. Such findings suppose a continuity between the socialization of first and second order, either in a collectivist or individualistic sense, favorable or unfavorable, the principles that guide the individual in a familiar group would be the same that guide them in a labor or productive group. In light of these results, labor commitment would be the last link, at least in the workplace, of a chain of perceptions, beliefs, attitudes, decisions and actions directed from the primary group in which the individual learned the basic symbols and, in whose development,, he never had the opportunity to question such principles that now seem to guide him in his commitment, productivity and job satisfaction. The state of the art seems to show solid evidence about the complementarity between socialization of the first order and socialization of the second order.

Method

Design. An exploratory, cross-sectional and correlational study was carried out.

Shows. Nonrandom selection of 1 25 professionals (75 women and 50 men with an average age of 33 years and 7 years after graduate) of t ork s ocial health centers in the state of Morelos (Mexico) with average monthly income of 870 USD and seven years average work experience. Considering that organizational commitment is influenced by social policy and assistance program was considered appropriate as an inclusion criterion and I know the Plan National and institutional development, as well as areas of professional practice.

Instrument. Questions were included regarding sex, age, income, origin, experience and civil status as family. S and used *Scale Commitment Laboral* de García-Lirios (2011), which includes reagents around the perceptions of apo yo (4 í tems) , recognition (12 í tems) , learning (11 í tems) and assessment labor (8 í tems). Each reagent includes five response options that range from "never" to "always" (see Table 2).

Table 2. Operationalization of factors

Variable	Definition	Example item	Weighing	Measurement	Items
Institutional support	It refers to the perception of the facilities granted by the leaders of the institution to carry out	"The health center has the resources that social policy needs	Measurement of perceptions from frequencies ranging from" never " to " always "	Ordinal	1,2,3,4,5

	professional practice in reference to social policy and institutional programs.	to help people"			
Superordinary recognition	The set of perceptions that employees have regarding the achievements that are enunciated by their leaders as extraordinary actions.	"Our leader is very willing to praise those who visit distant communities "	Measurement of perceptions from frequencies ranging from" never " to " always "	Ordinal	6,7,8,9,10,11,12,13
Care assessment	They are perceptions regarding the relevance of the professional practice that is carried out considering the supervision of leaders.	"The microcredit to single mothers impacts the indigenous communities "	Measurement of perceptions from frequencies ranging from" never " to " always "	Ordinal	14,15,16,17,18
Collaborative learning	It refers to perceptions of shared professional practices that were previously carried out discretionally.	"Before I could visit more communities that did not have í to check card"	Measurement of perceptions from frequencies ranging from" never " to " always "	Ordinal	19,20,21
Personal recognition	They are perceptions about one's professional practice	"I like my work when I hand out	Measurement of perceptions from frequencies ranging	Ordinal	22,23,24,25,26,

	in reference to the comments of leaders.	food to people"	from" never " to " always "		
Family recognition	These are perceptions related to achievements that, when highlighted by family members, guide professional practice towards an emotional order.	"My family tells me that I help people who look smudged"	Measurement of perceptions from frequencies ranging from" never " to " always "	Ordinal	27,28,29
Functional learning	They are perceptions about challenges and opportunities in reference to the professional practice that the leaders of the institution have implemented as internal norms.	"Our boss tells us to get involved with indigenous communities "	Measurement of perceptions from frequencies ranging from" never " to " always "	Ordinal	30,31,32
Interpersonal assessment	It refers to perceptions referring to the social relevance of professional practice in relation to comment s from colleagues, friends or partners .	"My colleagues are willing to go to lu g ares of extreme poverty"	Measurement of perceptions from frequencies ranging from" never " to " always "	Ordinal	33,34,35

Procedure. The respondents express their degree of commitment regarding specific situations of their job functions and their organizational environment. Through a telephone contact with the selected sample in which they were asked for an interview and whose aims would be merely academic and institutional follow-up to the graduates whether they were graduates. Once the appointment is established, we proceeded to provide them with a questionnaire where questions demographic, economic and socio PSICOLOGIC to organizations so included. In cases where there was a tendency to the same answer option, or, the absence of response, they were asked to write down the reasons for which they answered with the same answer option or, where appropriate, the absence of them. Data were taken from the Statistical Package for Social Sciences (SPSS, for its acronym in English), and analysis of structural equations were estimated with the help of program analysis Structural Moments (AMOS, for its acronym in English) and program of Linear Structural Relations (LISREL, for its acronym in English).

Analysis. The establishment of the structural model of reflective relationships between work commitment and its indicators was carried out considering the normality, reliability and validity of the scale measured by the psychological construct.

Table 3 shows the results of the normality, reliability and validity analyzes.

The *kurtosis* parameter was used to establish the normality of the distribution of responses to the level of commitment questioned. The results show that the *kurtosis* parameter had a value less than eight, which is the minimum suggested to assume the distribution normality.

In the case of reliability, *Cronbach's* alpha value allowed to establish the relationship between each question and the scale. The value higher than 0, 60 was considered as evidence of internal consistency.

Finally, the exploratory factor analysis of principal components and *varimax* rotation in which the factorial weights greater than 0, 300 allowed to deduce the emergence of the commitment from eight indicators.

Table 3. Normal distribution, factor analysis and reliability of organizational commitment

Factor	Half	Deviation	Bias	Curtosis	F weight actor
Institutional	3, 1	0, 24	-1, 378	0, 985	0, 304
Supraordinal	2, 1	0, 12	-1, 194	0, 548	-. 0.3 85
Assistance	2, 5	0, 25	1, 878	2, 981	0, 465
Collaborative	2, 6	0, 13	1, 280	0, 446	0, 305
Personal	2, 0	0, 15	1, 362	0, 887	- 0, 567
Family	1, 7	0, 17	2, 152	3, 761	0, 687
Functional	3, 5	0, 10	2, 043	3, 746	- 0, 342
Interpersonal	4, 6	0, 34	-0, 885	- 0, 333	0, 723

Multivariate = 7.272; Bootstrap = 0,000; Alpha = 0, 673; KMO = 0.875; X^2 = 12 , 156; 11 gl; p = 0, 000

Once established normality, reliability and validity, we proceeded to establish the covariance between the indicators to model the existing relationships with the organizational factor.

Results

Covariance analysis shows negative and positive, significant and spurious associations between indicators of labor commitment (see T abla No. 4).

In the case of the commitment that the surveyed sample has with the institution in which it works, it is related to the commitment to growth as a couple (Φ = 0, 901). That is, as corporate goals are met seemto go incid shared goals with a partner. In this sense, interpersonal dynamics could be interrelated with other collaborative dynamics that are inherent in the work environment or in the climate of relationships (Medina, Munduate, Martínez, Dorado & Mañas, 2004).

In contrast, the commitment to self, which reflects a propensity to individualism about institutional commitment, which implies a propensity to collectivism, are opposite indicators, since while the values of one variable increase, a decrease in the values of the other variable (Φ = - 0, 635). This is for personal purposes seem to converge with the interests of the institution where professionals perform their duties.

In the case of supraordinal indicator, which denotes a commitment beyond the simple functions of observation, interview, systematization and intervention that the profession demands, criticism of hese functions is linked with interpersonal goals (Φ = 0, 650). In this sense, the climate of tasks and climate relationships are closer to the critical engagement of the profession to the conflict, as the questioning of the welfarist functions is necessary in the development (Mojoyinola, 2006). Maybe it by reason that criticism of the profession had a negative relationship with the healthcare commitment (Φ = - 0, 434).

Table 4. Covariances between the determinants of organizational commitment

	Institutional	S upraordinal	Assistance	Collaborative	Personal	Family	Functional	Interpersonal
Institutional	0 , 072							
Supraordinal	**0 , 710**	0 , 594						
Assistance	**- 0 , 586**	**- 0 , 434**	0 , 042					
Collaborative	**- 0 , 388**	- 0 , 038	0 , 035	0 , 210				
Personal	**- 0 , 635**	- 0 , 009	0 , 187	0 , 055	0 , 103			
Family	- 0 , 188	**- 0 , 375**	**0 , 628**	**0 , 725**	**0 , 652**	0 , 677		
Functional	- 0 , 224	- 0 , 230	**0 , 388**	0 , 198	**0 , 704**	0 , 205	0 , 195	
Interpersonal	**0 , 901**	**0 , 650**	- 0 , 160	- 0 , 200	**- 0 , 776**	**- 0 , 528**	0 , 170	0 , 592

On the other hand, the commitment to care had its greatest connection with the family commitment (Φ = 0, 628). Both indicators maintained positive relationships from which it is possible to deduce that the surveyed sample shows a close relationship between the exercise of the profession as a commitment to care and the type of group to which they belong or want to belong. This is a third socialization of professional social work in public policies and welfare programs seem to complement the socialization of second order of families and groups surrounded professionals t ork s ocial in its development.

On the contrary, the commitment to care is negatively related to interpersonal commitment (Φ = - 0, 160). Although the relationship is spurious, other variables influencing both commitments such association is relevant because the commitment to the institution which plans and runs social programs fades before the interrelationship Professional with colleagues, vulnerable groups, reference or belonging. Commitment to the ci closer interpersonal circle is opposed to institutional policy

For the relationship between engagement and collaborative family engagement (Φ = 0, 725) is po s ible to note that the primary socialization group serves as a supplement group socialization second order. In systemic terms, the mesosystem in which family and work are indicators par excellence can be explained from the commitment as a multidimensional factor (Bronfenbrenner, 1977, 1994). However, collaborative commitment is negatively related to interpersonal engagement (Φ = - 0, 200).

On the other hand, commitment to oneself is positively associated with commitment to the profession: social work (Φ = 0, 704). The s identity is personal and labor to be linked explain the consistent practice of the profession even despite the vicissitudes of it. In a context in which the functions are reduced to technical procedures and risk inherent to socio - economic studies, professional show a close association between job functions personal goals d e life, but such aspects are overshadowed by the relationships with their peers, since the commitment to the profession is opposed to interpersonal commitment (Φ = - 0, 776).

It should be noted that the association between the institutional commitment and the supraordinal commitment (Φ = 0, 710) implies that the standards of the health centers and the recognition of the leaders towards the professional practice of the social workers are associated in such a way that the granting of resources, socioeconomic studies or home visits seem to be linked to the organizational structure in terms of the distribution of resources or microcredits.

In the case of personal commitment and that which is derived from the familiar recognition (Φ = 0.652) suggests dialogue between information that relatives have the professional practice of it. This finding is relevant considering the model by Caykoylu *et al.*, (2011), since it confirms the hypothesis that commitment is the result of organizational factors about personal desires.

Once the covariances between the indicators were established, a reflective model was estimated. The Figure No. 4 shows a higher correlation between the labor-organizational commitment and institutional indicator (β = 0, 91). In this sense, the psychological construct of labor-organizational commitment is explained by the commitment towards institutional policy. Apparently, professionals are influenced by the organizational principles rather than personal goals, interpersonal, collaborative, functional, professional, healthcare, family or critical inherent in official.

In an opposite sense, the critical commitment of the profession was negatively related to the factor (β = - 0, 42). This result complements the assumption around which professionals adjust their goals to the internal policies of the institution for which they work but coexist with other principles guiding organizational commitment.

Finally, adjustment and residue indexes were estimated to test the hypothesis regarding the configuration of an organizational commitment that would have as indicators aspects inherent to the individual, family, colleagues, functions, policies and structure in which each social worker is inserted (see Table 5).

Table 5. Adjustment indices for the organizational commitment structure

Square Chi	**Degrees l REEDOM**	**Level s ignificancia**	**Adjustment Goodness Index (GFI)**	**Normal Adjustment Index (NFI)**	**Comparative Adjustment Index (CFI)**	**Medium Quadratic Approximation Error (RMSEA)**
17 , 00	0, 1 3	0, 000	0, 9 75	0, 975	0, 98 5	0, 009

The results show that the null hypothesis can be accepted, since the adjustment indices are close to the unit and the residual close to zero.

Final considerations

This study has established eight dimensions of organizational commitment to highlight the differences between the commitment derived from a primary socialization that was observed in the personal, interpersonal, family and collaborative objectives in comparison to the commitment derived from a second order socialization that was observed in the welfare, institutional, functional and supraordinal principles.

The convergence between these principles of contextual location and identity before power relations allows us to deduce that work commitment is a framework of perceptions, beliefs, attitudes, decisions and actions aimed at the interrelation between the eight dimensions used.

However, the prevalence of institutional commitment seems to show that professionals adjust their goals to the structure and policy of the organization for which they work.

These findings are relevant in light of the Theory of Labor Commitment, since they complement one of its principles related to customer service. To the extent that organizations follow a policy of evaluation and satisfaction of the quality of service, they encourage an increase in the responsibilities, expectations and commitments of their employees (Caykoylu *et al.,* 2011). In this way, the present study has found that the adjustment to the norms and policies of an organization prevails over the personal, interpersonal, collaborative and family objectives. That is, if the institutions where they work professionals. After the quality of service policies were followed, and after consecutive evaluations, productivity was established, the sample surveyed would adjust its primary commitments to the objectives of said institution.

However, the command structure, according to the studies of Anwar & Norulkamar (2012) and Tayo & Adeyemi (2012), show that the leadership style explains a greater percentage of the variance of labor commitment in reference to the satisfaction of life, performance or productivity. In this sense, the present investigation maintains that the commitment towards the institution when coexisting with personal commitment explains the influence of the leadership style. In the context of the study, the surveyed sample manifested a labor commitment consisting of adapting their expectations to the mission and vision of the institution where they work. Therefore, it is logical to think that the leadership style complements the primary socialization.

Despite brandished contributions, it is recommended to extend the study to the leadership styles to develop a theory that accounts for the influence of the structure of institutional power in the labor commitment of professional. S i is considered to be in institutions leaderships are occupied by other health professionals, such as managers, accountants or doctors, then it would be appropriate to explain the areas of opportunity for what s professional when you make a commitment and greater responsibility: the planning of an institution.

Now, with respect to the construction of an explanatory model of job satisfaction as an indicator of efficiency in the professional practice, we must consider the impact of social sector programs and strategies , as the dynamics assessment Social and institutional policies involve the achievement of objectives by human capital willing to reproduce development plans on social needs , as well as manage opportunities and capacities to spread responsibilities , such as health in vulnerable, marginalized sectors or excluded. The success of development policies is focused on the level of commitment of those who carry out the plans and institutional strategies, manage resources and promote a culture of self-care without which any development plan would be fallible.

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Dynamic Contrast of a life satisfaction model

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Abstract –*The present work was proposed to establish a correlative model to discuss the importance of other variables in the investigation of the quality of life. Once I know they specified the relationships between the factors derived from the review of the literature, a cross-sectional study was carried out with a non-probabilistic sample of 245 students. Once obtained the validity and reliability of the instrument that measured life satisfaction, expected capacities, expectations of opportunity, trust relationships, perceptions of fairness, valuing the environment, standards of context and perceived resources a structural model was tested [x^2 = 12 , 35 (12 gl) p = 0.000; GFI = 0.975; RMR = 0.000] in which the perception of resource availability indirectly correlated to life satisfaction through the context norms (γ = 0.52) . The results were compared with the findings reported in the state of knowledge.*

Keywords –*quality of life, life satisfaction, group norms, availability of resources, perceived abilities.*

Introduction

Quality of life understood as satisfactions related to resources, values, norms, expectations, perceptions and capacities is a central theme in the public health agenda for Sustainable Local Development (García, 2013).

Studios regarding quality of life (see Table 1) have established significant gender differences regarding transportation, employment and rec relation (Baldi and Garcia, 2010). Likewise, when it has been considered as a perceptual system of resources around the individual and in reference to the primary group, it is considered a style of personal wellbeing oriented towards social integration (Barranco, Delgado, Meli and Quintana, 2010).

However, the quality of life is correlated with anxiety and depression in situations of medical uncertainty and deterioration of health (Machado, Anarte and Ruíz, 2010). That is, the quality of life is the result of the perception of scarcity of resources rather than expectations generated from personal abilities, opportunities seem to be reduced to their minimum expression and with this the responsibility of self-management is increased and an improvement of expectations is observed through the relationships between the members of a social, family or school group.

Grimaldo (2010) found eight dimensions alluding to the quality of life. It is about the economic well-being, the interpersonal relation of couple, family situation, neighborhood context, social capital and state of health. Therefore, the quality of life is a framework of expectations that start from a figurative nucleus to influence decisions on the distribution of resources (Carreón and García, 2013).

W when the individual undergoing a, health, family or interpersonal economic situation often think that their quality of life has been substantially modified (Sadeghzadeh, 2012). Immediately, aesthetic, affective and rational expectations are activated that activate actions aimed at generating opportunities, updating the individual's abilities towards the group to which they belong or want to belong (Derya, 2012). That is, the quality of life is the antecedent of the formation of a group identity and a sense of belonging anchored to freedoms of choice, expectations of justice and collective mobilization.

Table 1. State of knowledge of the variables correlated with the quality of life

Year	Author	Constructo	Sample	Instruments	Results
2010	Baldi and García	*Quality of life*. "Makes references to styles or ways of life, or, to standard level of life (consumption of goods)" (p.21)	168 residents of the City of San Luis	WHOQOL	There are differences between men and women with respect to their degree of satisfaction of quality of life; transport [$X^2 = 12.21$; $p = 0.02$], energy and fatigue [$X^2 = 10.48$; $p = 0.03$], work capacities [$X^2 = 23.44$; $p = 0.02$] and opportunities for recreation [$X^2 = 24.03$; $p = 0.02$].
2010	Baranco, Delgado,	*Quality of life; Emotional well-being* (refers to feeling calm, safe, without stress, not	10 residents of Matanzas, Santa Cruz,	In depth interview	The perception of Quality of Life is above the average since the interviewees declare to be satisfied

Melin and Quintana	being nervous), *interpersonal relationships* (relating to different people, having friends and getting along with people), *material well-being* (having enough money to buy what is needed and you want to have, have a suitable home and place of work), *personal development*(ability to learn different things, have knowledge and perform personally, *physical well-being* (have good health, feel in good physical shape, healthy eating habits), *self-determination* (decide for yourself and have the opportunity to choose the things you want, how you want your life to be, your work, your free time, the place where you live, the people you are with), *social integration* (go to places in the city or neighborhood where other people go and participate with their activities as one more, feel members of society, feel integrated, have the support of	Tenerife (Spain)	through a script	with the corresponding services, opportunities and capacities. However, it is necessary to carry out interventions from the Social Work for the promotion of the quality of life through the mediation of conflicts between the actors. In that sense, they manifest living in a public peace, but this can be threatened by differences between communities when establishing the distribution of resources.

		others people), *rights* (to be considered equal to the rest of the people, to be treated the same, to respect their way of being, opinions, desires, intimacy) (p.104)			
2010	Machado, Anarte and Ruíz	*Quality of life*. "The individual's perception of their position in life in the context of the culture and value system in which they live and in relation to their objectives, expectations, standards and concerns." (P.36)	46 patients	Diabetes Quality of Life	Anxiety determined the quality of life (β = 0.595, t = 3.321, p = 0.000) when interacting with five other physical, medical, psychological and social variables. Depression was the second predictor of quality of life as it interrelated with five other variables (β = 0.525, t = 3.321, p = 0.002).
2010	Grimaldo	*Quality of life*. "State of general satisfaction, derived from the realization of the person's potential. It has subjective and objective aspects, intimidation, emotional expression, perceived safety, personal productivity and health; and as objective aspects are considered: material well-being, harmonious relations with the physical and social environment and with the objectively perceived community. "(p.2)	198 participants	Quality of Life Scale	The validity and reliability of the quality of life was established considering nine dimensions related to means of communication (α = 0.93), economic well-being (α = 0.83), couple (α = 0.87), family life and home (α = 0.89), religion (α = 0.95), neighborhood and community (α = 0.90), leisure (α = 0.88), friends (α = 0.88) and health (α = 0.85).

2012	Sadeghzadeh	*Quality Life* "Is a virtual perception and contains the negative and positive aspects of the person's life and it explains the way that the person perceives the other aspects of his / her life and how he / she reacts to them." (Page 395)	60 patients	Pre-intervention measurement	They established significant differences between the experimental and control groups with respect to medicalintervention and their perceived quality of life before and after said intervention [t = 3.86 (29 gl) p = 0.000]
2012	Derya	*Quality of life* "Refers to the impact of the workplace satisfaction in non-work life domains, in satisfaction and reward expectations are influenced by their work environment, employees, supervisors, and work groups, and the organizational structure and technology) and the extended to which it provides value rewards. "(p.196)	1200 employees of five-star hotels	Quality of WorkLife	They established significant differences between men and women with regard to their perceived health (t = 2,543, p 0.011), update needs (t = 3,744, p = 0,000), knowledge needs (t = 2,977, p = 0,003) and aesthetic needs (t = 1,790, p = 0.074).
2012	Tariq	*Life satisfaction* "Refers to a judgmental process in which individual assess the quality of their lives on the basis of their own set of criteria." (P.141)	100 financial executives	Life Satisfaction and Financial Stress	Life satisfaction and financial stress correlated negatively (r = -0118; p <0.001) and significant differences were established between high and low financial stress with respect to life satisfaction [t = 2.37 (98 gl) p <0.05]
2013	Aristegui and Vázquez	*Quality of life*. "The perception that subjects have about their position in life, their cultural	10 Argentine transgenders	Depth interviews	The quality of life and the subjective or psychological well-being were evoked by the discourses of the

		context and the system of values in which they live, in relation to their expectations, interests and achievements." (P.7)			interviewees since on the one hand they declare that their life expectancy is inhibited when they are discriminated against, but on the other the formation of a transgender group allowed them to establish networks of support for.
2013	Abolfotouh, Salam, Alturaif, Suliman, Al-Essa, Al-issa and Al-Rowaily	*Quality of life* "W h ich is defined as a multidimensional concept That encompasses the psysical, emotional, social perception associated with an illness or treatment is." (P. 1361)	394 subjects	Quality of Life Diabetes	They established significant gender differences with respect to their perception or quality of life ng [X^2 = 13,622; p = 0.001; t = 0.316; p = 0.001] and life satisfaction [X^2 = 12.164; p = 0.002; t = 3.05; p = 0.001].
2013	Quiceno and Vinaccia	*Quality of life related to health*. "Refers to the subjective evaluation of the influences of the current state of health, health care, and the promotion of health on the individual's ability to achieve and maintain a global level of functioning that allows to follow those activities that are important for the individual and that affect their general state of well-being. "(p.594) *Resilience* "The ability of adult individuals living under normal conditions to have relatively	41 patients	Resilience scale Disease Perception Questionnaire Health Questionnaire	The concern correlated with physical functioning (r = -0.512, p = 0.001) in the same way as the consequences (r = -0.491, p = 0.001) and this with general health (r = -0.472: p = 0.001).

	stable levels of physical and psychological functioning when exposed to an isolated and potentially very disturbing event." (P.559)	

Source: self-made

The quality of life in its perceptual phase generates emotions of distrust towards the authorities that result in dissident citizen actions (Carreón and García, 2013). Rather, the perception of quality of life, about the notion of social justice, is related by conventional styles of development that the individual has learned since childhood and now in his adult stage translates as reliability or trust, but when Account that the relation with its authorities is asymmetric, then mobilizes the necessary resources for civil disobedience (García, 2013).

Tariq (2012) observes that the quality of life, in its dimension of life satisfaction, requires a set of indicators that guide not only the perception of the individual, but also collective action. A low level of life satisfaction is enough to activate the process of social dissidence, but a high level of life satisfaction does not generate collaborative, solidary or empathetic relationships (Carreón and García, 2013).

However, low levels of life satisfaction, which indicate minimum standards of quality of life, allow the formation of support networks. This is the case of the new social movements environmentalists who by forming self-help groups generate higher SWB who only receive a wealth of resource s (Carreon, Garcia Morales Hernandez, Rosas and Rivera, 2013)

As the quality of life is specific and limited to psychological factors, the expectations of dissatisfaction, indignation and civil disobedience are increased, but social skills such as creativity and innovation of minority groups also emerge in the face of the ideological or pragmatic imposition of the majorities (Abolfotouh et al, 2013).

In short, the quality of life in economic, political, social, health, educational, labor and technological terms is a multidimensional construct (Quiceno and Vinaccia, 2013).

Specification of a model of correlated variables with the quality of life

The relationships between opportunities, capabilities, responsibilities, justice, reliability and mobilization oriented to life satisfaction can be specified by means of a model.

These are 17 variables around which dependency relations between economic, political, social, group and personal factors affect life satisfaction.

The HC T warns that the capacities would have a significant impact on the life satisfaction since a high level of education is compensated with a high satisfactory lifestyle.

Furthermore, if the relationship between capabilities and satisfaction starts from real or symbolic opportunities, then as the HDT points out, human development is complemented.

However, the process that assumes freedoms of choice, capabilities and life satisfaction necessarily, according to CRT, depends on the availability of resources and their distribution among species. In the case of common resources, there is a zero-sum tragedy in which the actors involved cooperate instead and establish an administrative co-responsibility of the resources, compete unrestrainedly and suppress the possibility of growth of other species. That is why the availability of resources indirectly affects life satisfaction.

Although the availability of resources sets the tone in the organization of human groups, the State about citizenship, as the SFT warns, encourages the dissemination of resources. When the relationship between civil society and its authorities is asymmetric, then the quality of life vanishes, but when there are relations of trust, then life satisfaction emerges.

In another scenario, the relationship between citizens and authorities generates expectations of justice that diminish or enhance co-responsibility. This is so because, according to the DE T, the policy is concomitant with the economy. Higher levels of governance are observed in affluent countries while ungovernability underlies weak economies. That is why the expected justice directly affects the vital satisfaction of the citizenry with its political system.

The process of confidence, skills and life satisfaction is raised by the SF T. The relationship between society and the State oriented towards development has its main link in the formation of human capital. SFT proposes that development, unlike growth implies high standards of life satisfaction why, capabilities are an essential factor in the relationship between political reliability and personal life satisfaction.

The indirect relationship between justice and satisfaction when mediated by the capacities supposes ecological scenarios of development. CR T warns that the relationship between authorities and citizens is defined by mole and molecular actions that will affect the individual satisfaction.

Molar acts, unlike molecular actions, involve significant relationships that are contrasted by the individual in crisis situations. On the contrary, insignificant relationships are understood as molecular acts from which it is not possible to build a collective memory, social dissidence or civil disobedience.

This is how justice, when considered a system of molar actions, influences vital satisfaction while it is regulated by personal abilities.

However, the CR T warns that it is the opportunities that affect the relationships between reliability, justice, capabilities and satisfaction.

In this way, the freedoms of choice, when linked to political reliability and individual capacities, influence life satisfaction. This is because the trust between citizens and politicians depends on employment choice options. If there are job opportunities, then the political reliability increases and, when the skills are affected, it fosters high levels of satisfaction. Or else, opportunities are disseminated as factors of justice affecting the generation of work skills while it is possible to observe the increase in personal satisfaction of life.

Now, freedom of choice involves decisions and opportunities, demands and resources from which opportunities are born. It is because of this issue that the CRT maintains that the availability of resources, but above all the dilemma of their distribution, affects the development of communities or groups that share scenarios and contexts.

The history of a community or group seems to be undermined by cooperation and trust networks as long as the availability of resources allows it. Faced with a situation of scarcity, the dilemmas emerge and with it the tragedies of the common entities. In this sense, the CRT maintains that the opportunities are the result of a co-responsibility between the parties involved.

In this way, resource management indirectly affects satisfaction through opportunities, reliability, justice and capabilities. In the first instance, the scarcity of resources would generate a reduction in the levels of public confidence in the public administration, this would affect the choice of options by reducing the consumption capacity, once the purchasing power is compromised, the levels of citizen satisfaction aree reduce to its minimum expression. In this tenor, scarcity can also affect perceptions of citizen injustice, in the face of the lack of government response, the capacities of choice are reduced to influence life satisfaction.

In contrast, when the availability of resources is scarce, but abundantly perceived by citizens, the opportunities for choice seem to influence citizen confidence and thus decision-making, seeking satisfaction not only personally or in groups, but socially. This also implies a process of justice before the distribution of resources via public services. In this scenario, life satisfaction precedes the choice options that, when perceived as abundant, transfer the effect of social justice towards life satisfaction.

Likewise, the relationship between the valuation of the environment (available resources) and the satisfaction of life (needs obtained) is understood by the CRT as a direct and significant process. It is an asymmetric relationship since the scarcity of resources in the face of increased expectations generates a scenario that compromises the confidence of the citizenry with its future governors and the capacities of future civil society.

The CRT warns that in the case of social norms with respect to administration, and therefore, the distribution of resources, its link with satisfaction to be direct and significant implies a structural reductionism, or, in the interrelation to social justice and capabilities implies the emergence of a democratic system of citizen partnership against opening state.

In summary, the specification of relationships between the factors that theories use to explain the incidence of the availability of resources on life satisfaction supposes:

- The formation of skills understood as options of choice guides the formation of human capital as a factor of development at least economic.
- Opportunities, capacities and responsibilities perceived not from the physical availability of resources, but from the consumption expectations that public services disseminate to users.
- Because the resources are administered, in the first instance, by the State, they generate perceptions of trust that enhance choice, but mistrust inhibits choice and thus life satisfaction.

- The common availability of resources triggers dependency relationships between the factors used to encourage choice and thereby achieve life satisfaction.

In consecuense:

Null hypothesis. L dependency ratios as specified in the model fit the observed data. That is, the perception of availability and communality of resources directly and indirectly affects the satisfaction of students' lives. In the second case of indirect relationship, the expectations of opportunity, confidence, justice and capacity to reduce or increase the incidence of expected resources on life satisfaction adjust their specified relationships to the data obtained.

Method

Design. A cross-sectional study was carried out.

Sample. A non-probabilistic selection of 245 students was carried out. The criterion of choice was having a paid activity, internet service and having been enrolled in the school period. We interviewed 120 women and 125 men (M = 20.13 years of age and SD = 2.36 years of age). Economic status to which the sample belongs medium was low with about 15 00 USD monthly household income (M = 95 0 USD and DE = 24.5 USD).

Education. The participants declared to belong to the public university (M = 2.13 years of study and DE = 0.47 years). 67% of the interviewees had a scholarship or financial support (M = 100 USD and DE = 7.5 USD). Expenses related to tuition (300 USD half-yearly), useful (250 USD semi-annual), Internet (50 USD monthly), transport (35 USD weekly) generate an approximate investment of USD 1,000 semiannually (M = 870 USD and SD = 15.67 USD).

Job. 36% of the sample declared working before or after attending school (M = 400 USD and SD = 23.5 USD monthly). Of the respondents who work 78% said that their salary would increase substantially if they concluded their professional training (M = 1200 USD and DE = 45.5 USD per month expected). On the contrary, 84% of the interviewees declared that their income would be lower if they only have the basic average training (M = 250 USD and SD = 14.6 USD).

Technolog a. 57 % pay monthly access to the Internet from a fixed line (M = 470 USD and DE = 15.7 USD monthly) while 93% have mobile phone service (M = 140 USD and DE = 10.2 USD) monthly). Facebook (46%), Twitter (27%) and Google+ (14%) are the most used social networks for school purposes or job search .

Instrument. A Quality of Life Questionnaire was constructed from the educational, technological and labor dimensions according to the factors of resource availability, social reliability, social justice, choice opportunities, selection skills and satisfaction perceptions (see table 2).

Table 2. Operationalization of variables

Factor	Definition	Items	Weighing
Life satisfaction	Degree of evaluation of public services (education, technology and employment)	SV1, SV2, SV3	0 = not at all satisfactory, 1 = very unsatisfactory, 2 = unsatisfactory, 3 = very satisfactory
Expected capacities	Skill level of educational, technological and labor choice	CE1, CE2, CE3	0 = nothing preferable, 1 = very little preferable, 2 = little preferable, 3 = very preferable
Trust relationships	Degree of credibility in the authorities regarding education, technology and employment	RC1, RC2, RC3	0 = not at all reliable, 1 = very unreliable, 2 = not very reliable, 3 = very reliable
Perception of justice	Level of evaluation of public administration in educational, technological and labor matters	PJ1, PJ2, PJ3	0 = not desirable, 1 = very undesirable, 2 = undesirable, 3 = very desirable
Opportunity expectations	Degree of educational, technological and labor freedom of choice	EO1, EO2, EO3	0 = nothing optional, 1 = very little optional, 2 = little optional, 3 = very optional
Environment assessment	Level of access to educational, technological and labor public services.	VE1, VE2, VE3	0 = not very efficient, 1 = very inefficient, 2 = not very efficient, 3 = very efficient
Context rules	Degree of distribution of educational, technological and labor public services	NC1, NC2, NC3	0 = nothing appreciable, 1 = very little appreciable, 2 = not very noticeable, 3 = very appreciable
Perceived resources	Level of availability of resources through educational, technological and labor services.	RP1, RP2, RP3	0 = nothing cooperative, 1 = very uncooperative, 2 = uncooperative, 3 = very cooperative

Source: self-made

Process. The application of the surveys was carried out in the facilities of the Autonomous University of the State of Mexico, previous processing before the authorities of the institution. When answering the questionnaire, the interviewees were instructed to write any doubts they might have regarding the survey. After gathering the information, he was captured in the Statistical Package for Social Sciences (SPSS for its acronym in English) version 21.0 to estimate parameters in multivariate analysis Moments E s (AMOS for its acronym in English) version 6.0

Analysis. A normality analysis was carried out considering the kurtosis parameter as well as reliability assuming an internal consistency or Cronbach alpha. Subsequently, we proceeded to estimate the validity of the construct prior to sphericity and adequacy of the instrument to the study sample. Next, bivariate correlations or multivariable covariances were estimated to anticipate causal relationships in structural models, fit and residuals.

Normal. The kurtosis parameter was used to establish the proximity of the responses to the mean and standard deviation. The values close to the unit were assumed as evidence of normal distribution.

Reliability. The internal consistency of the reagents with respect to the scale was weighted with the Cronbach alpha statistic. Values higher than 0.60 and lower than 0.90 were assumed as evidence of symmetric relationships between the reagents and the psychological traits that were intended to be measured.

Validity. The adequacy was weighted with the parameter Kayser Meyer Olkin in which the values higher than 6.00 were considered as a requirement for construct validity. The sphericity was also estimated with the Bartlett test, the chi square value close to the unit and level of significance less than 0.050 were assumed as a second requirement for the exploratory factor analysis of primary components with varimax rotation. L as correlations between the item and the factor above 0.300 were assumed com or indicators of a construct. Regarding the explained variance percentages higher than 20% were considered as evidence of adjustment of the specifications of the model with respect to the observed data.

Correlation. The Pearson parameter r was used to calculate the negative or positive relationships between the factors established in the construct validity. Those values close to zero and unity were assumed as spurious and collinear relations. On the other hand, the values between the extremes were considered as probable associations of dependence.

Covariance. The "phi" estimate was used to establish the association between one factor and another about the other factors. Like the correlation, the values were identified as spurious, collinear and dependency relationships.

Structure. Parameters "phi" were used to estimate covariances, "gamma" statistics to estimate the regression of exogenous factors to mediators, "beta" parameters for the regression of mediating to endogenous factors. The "delta", epsilon "and" sigma "statistics were used to calculate the errors of measurement of exogenous indicators, and indicators of endogenous factors as well as the disturbance of endogenous factors. The criteria for interpreting values close to zero and unity were also considered for the mentioned parameters.

Adjustment. The contrast of the model was carried out based on the estimation of the Adjustment Goodness Index (GFI). The values close to the unit were considered as evidence of acceptance of the null hypothesis.

Residual. The contrast of the model was also made from the calculation of the Mean Quadratic Approximation Error (RMSEA for its acronym in English). Values close to zero were considered as evidence of adjustment of the specified model with respect to the data obtained.

Results

Eight factors were established [KMO = 6.25; X^2 = 14.25 (23 gl) p = 0.000] (see table 3) related to life satisfaction (items SV1, SV2, SV3 and 45% of the total variance explained), expected capacities (CE1, CE2, CE3 and 37% of the total variance explained), confidence relations (RC1, RC2, RC3 and 33% of the variance explained), perception of justice (PJ1, PJ2, PJ3 and 31% of the variance explained), opportunity expectations (EO1, EO2, EO3 and 27% of the variance explained), environmental assessments (VE1, VE2, VE3 and 25% of the explained variance), context norms (NC1, NC2, NC3 and 23% of the variance explained), perceived resources (RP1, RP2, RP3 and 21% of the variance explained).

Table 3. Validity of constructs that are correlated with the quality of life

		F1	F2	F3	F4	F5	F6	F7	F8
	Life satisfaction								
SV1	Of the things that I like to do, study seems to me:	0.356							
SV2	Of the technologies that interest me, the Internet that I use is:	0.451							
SV3	From my employment preferences, the university work exchange is:	0.478							
	Expected capacities								
CE1	Of the things that I can do, study it seems to me:		0,591						
CE2	Of the skills I have, using the Internet for tasks is:		0,894						
CE3	Of the jobs I have had, receiving a scholarship is:		0.621						
	Trust relationships								
RC1	Among all my friends, studying with someone you know is:			0.412					
RC2	From among all my contacts, sending my homework to an email from the university is:			0,512					
RC3	From my previous work, any extracurricular work seems to me:			0.725					
	Perception of justice								
PJ1	Of those rejected in the entrance exam, missing a class seems to me:				0.412				

PJ2	From the electronic pages that expire us, send my homework through the university network is:	0,587				
PJ3	Of the jobs with minimum wage, the possibility of making money in the university is:	0.824				
	Opportunity expectations					
EO1	From the opportunities to work that I have had, to receive a scholarship it seems to me:		0.472			
EO2	Of the most useful technologies, training me in or with any of them in the university is:		0.384			
EO3	Of the jobs that have taught me, the possibility of specializing in the university is:		0.481			
	Environment valuations					
VE1	Of the public services I have paid, studying at a free university seems to me:			0.412		
VE2	Of the public Internet networks that I know, using the server of the university is:			0.382		
VE3	Of the employment placement services in which I am enrolled, the university exchange is:			0.482		
	Context rules					
NC1	Of the things that I usually do, reading for an exam it seems to me:				0.413	
NC2	Of the contacts with whom I usually talk, read their comments is:				0.482	
NC3	Of the activities that I usually do, perform final works is:				0,583	
	Perceived resources					
RP1	Of the things I have shared, lending books to classmates is:					0.351
RP2	Of the messages that I have sent or received on the Internet, it seems to me:					0,486

RP3	From the things I've done for money, doing someone's homework seems to me:	0.631

Source: elaborated with the study data

In the case of descriptive results (see table 4), a tendency is observed for positive options for responses to items of life satisfaction factors, expected capacities, trust relationships, context norms and perceived resources and a negative prevalence for the factors of perception of justice, expectations of opportunity and valuations of the environment.

Regarding life satisfaction, the SV3 item (M = 2.47: SD = 0.49, C = 2.04) obtained the value closest to the "very satisfactory" option, while the SV2 item (M = 2), 01, DE 0.27, 2.08) approached the "unsatisfactory" option. That is, the sample surveyed seems to guide their life satisfaction towards an educational, technological and labor scenario close to full satisfaction

In the case of the expected capacities, item CE3 (M = 2.71, SD 0.41, C = 2.01) approached the "very preferable". In contrast, item CE1 (M = 2.47, SD = 0.37, C = 2.01) approached the "less preferable" option. In this sense, the surveyed sample seems to direct its responses to an option close to the efficient perception of its capacities.

On the other hand, in the confidence relationships, item RC2 (M = 2.94, SD = 0.48, C = 2.05), unlike item RC3 (M = 2.04, SD = 0.93); C = 2.01) approached the "very reliable" option. This suggests that trust is perceived as a fundamental element of the relationships between the surveyed sample.

Regarding the perception of justice, item PJ3 (M = 1.27, SD = 0.31, C = 2.05) with respect to item PJ2 (M = 1.59, SD = 0.15, C = 2), 01) being closer to the "very undesirable" option supposes a biased appreciation of justice. This is because the injustice that the survey shows perceived by its authorities seems to be a central element in their life satisfaction.

Table 4. Instrument descriptions

	Example	M	**SD**	C	α
	Life satisfaction				0.72
SV1	Of the things that I like to do, study seems to me:	2.35	0.36	2.04	
SV2	Of the technologies that interest me, the Internet that I use is:	2.01	0.27	2.08	
SV3	From my employment preferences, the university work exchange is:	**2.47**	0.49	2.04	
	Expected capacities				0.74
CE1	Of the things that I can do, study it seems:	2.47	0.37	2.01	
CE2	Of the skills I have, using the Internet for tasks is:	2.56	0.69	2.03	
CE3	Of the jobs I have had, receiving a scholarship is:	**2.71**	0.41	2.01	
	Trust relationships				0.79
RC1	Among all my friends, studying with someone you know is:	2.51	0,51	2.07	
RC2	From among all my contacts, sending my homework to an email from the university is:	**2.94**	0.48	2.05	
RC3	From my previous work, any extracurricular work seems to me:	2.04	0.93	2.01	
	Perception of justice				0.74

PJ1	Of those rejected in the entrance exam, missing a class seems to me:	1.57	0.29	2.08	
PJ2	From the electronic pages that expire us, send my homework through the university network is:	1.59	0.15	2.01	
PJ3	Of the jobs with minimum wage, the possibility of making money in the university is:	**1,27**	0.36	2.04	
	Opportunity expectations				0.78
EO1	From the opportunities to work that I have had, to receive a scholarship it seems to me:	1.46	0.72	2.03	
EO2	Of the most useful technologies, training me in or with any of them in the university is:	1.58	0.59	2.01	
EO3	Of the jobs that have taught me, the possibility of specializing in the university is:	**1,14**	0.31	2.05	
	Environment valuations				0.75
VE1	Of the public services I have paid, studying at a free university seems to me:	1.46	0.49	2.01	
VE2	Of the public Internet networks that I know, using the server of the university is:	1.38	0.32	2.03	
VE3	Of the employment placement services in which I am enrolled, the university exchange is:	**1.03**	0.26	2.03	
	Context rules				0.71
NC1	Of the things that I usually do, reading for an exam it seems to me:	2.47	0.48	2.03	
NC2	Of the contacts with whom I usually talk, read their comments is:	**2.70**	0.59	2.01	
NC3	Of the activities that I usually do, perform final works is:	2.36	0.63	2.07	
	Perceived resources				0.75
RP1	Of the things I have shared, lending books to classmates is:	2.45	0.26	2.04	
RP2	Of the messages that I have sent or received on the Internet, it seems to me:	2,14	0.56	2.08	
RP3	From the things I've done for money, doing someone's homework seems to me:	**2.75**	0.21	2.03	

Source: elaborated with the study data

In the case of opportunity expectations, item EO3 (M = 1.14, SD = 0.31, C = 2.05) with reference to item EO2 (M = 1.38, DE = 0.59, C) = 2.01) reflects a tendency to the option "very little optional" which makes us suppose that the opportunities are considered as almost nil by the surveyed sample.

It is the same case of environmental valuations since item VE3 (M = 1.03, SD = 0.26, C = 2.03) with respect to item VE1 (M = 1.46, DE 0.49, C = 2.01) shows a tendency towards the "very inefficient" option, which is the result of considering public services as an inequitable distribution system among the sample surveyed.

Regarding the norms of the context, item NC2 (M = 2.70, SD = 0.59, C = 2.01) in contrast to item NC3 (M = 2.35, SD = 0.63, C = 2.07) approached the "very appreciable" option. This means that the conventions that guide the actions of the individual when evaluated positively show the influence of the system on an indicator of the quality of life in the surveyed sample.

Finally, in the factor of perceived resources, item RP3 (M = 2.75, SD = 0.21, C = 2.03) compared to item RP2 (M = 2.14, SD = 0.56), C = 2.08) reflects a "very cooperative" tendency on the part of the surveyed sample. This means that the distribution of resources probably affects the perception of their scarcity and therefore the need to share them.

The reliability of factors 1 to 8 (alphas of 0.72, 0.74, 0.79, 0.74, 0.78, 0.75, 0.71 and 0.75) shows a consistent consistency between the items since the general reliability of the instrument was 0.69

The association between the factors (see table 5) shows that life satisfaction and opportunity expectations (r = 0.582), expected capacities and perceived resources (r = 0.719), trust relationships with perceived resources (r = 0.625), perception of justice with opportunity expectations (0,613), opportunity expectations with perceived resources (0,509), assessment of the environment with context norms (0,495) and context norms with perceived resources (r = 0,321) assume that The specification of relationships between factors could be estimated by a model, although it was expected that there would be negative relationships between justice perceptions, opportunity expectations and environmental valuations since their means, deviations and kurtosis warned a negative prevalence with respect to the positive trend of the other factors.

Table 5. Correlations between the factors

	SV	AC	RC	PJ	EO	GO	NC	RP
Life satisfaction	1,000							
Expected capacities	0.461	1,000						
Trust relationships	0.372	0,592	1,000					
Perceptions of justice	0.461	0.491	0.381	1,000				
Opportunity expectations	**0,582**	0.395	0.493	**0.613**	1,000			
Environment valuations	0.482	0,591	0,597	0,492	0.315	1,000		
Context rules	0.481	0.391	0,570	0,582	0,526	**0.495**	1,000	
Perceived resources	0.493	**0.719**	**0.625**	0.481	**0,593**	0.314	**0.321**	1,000

Source: elaborated with the study data

The analysis of covariances (see table 6) , as well as the correlations, showed positive relationships between life satisfaction and environmental assessments (Φ = 0.610), expected capacities with opportunity expectations (Φ = 0.692), trust relationships with resources perceived (Φ = 0.729), perception of justice with perceived resources (Φ = 0.624), opportunity expectations with context norms (Φ = 0.714), environmental assessments with perceived resources (Φ = 0.624) and context norms with perceived resources (Φ = 0.735).

Table 6. Covariances between the factors.

	SV	AC	RC	PJ	EO	GO	NC	RP
Life satisfaction	1,825							
Expected capacities	0.372	1,935						
Trust relationships	0.482	0.481	1,725					
Perceptions of justice	0,592	0,593	0.371	1,868				
Opportunity expectations	0.393	**0,692**	0.484	0.371	1,938			
Environment valuations	**0.610**	0.482	0,596	0.415	0.687	1,836		
Context rules	0.413	0,396	0.686	0,581	**0,714**	0.482	1,738	
Perceived resources	0.382	0.481	**0,729**	**0.624**	0.491	**0.624**	**0,735**	1,829

Source: elaborated with the study data

The reported covariances warn that the specified relationships seem to establish a quality of life system centered on life satisfaction, expected capacities, trust relationships, context norms and perceived resources rather than on perceptions of justice, opportunity expectations and environmental valuations.

Structural relations model shows that the factor that influences the perception of resources s Obre life satisfaction is the standard setting (γ = 0.52), followed by the weighting factor of the environment (γ = 0.37), the expected capacities (β = 0.31), confidence relations ($\beta = 0.28$) and perception of justice ($\beta = 0.24$). That is, the full satisfaction of actions related to academia, technology and employment is influenced by the availability of perceived resources through deep-seated behaviors of the students. This finding highlights an assumption of the Theory of Common Resources according to which the uses and customs of the groups internalize the resources as elements of community and identity d (García, Carreón, and Hernández, 2014). This is because the conservation of resources obeys entrenched customs in which the sense of belonging is fundamental for personal, group or communal satisfaction.

The contrast of dependency relations [$X^2 = 12.35$ (12 gl) $p = 0.000$; GFI = 0.975; RMR = 0.000] evidence of acceptance of the null hypothesis.

Final considerations

In reference to the work of Machado, Anarte and Ruíz (2010) in which they demonstrated the dependency relationship between anxiety and the low quality of life perceived, the present study has found that the availability of perceived resources indirectly correlates to life satisfaction through the context rules.

The quality of life having been considered from two preponderant dimensions; Subjective and physical, supposed the interrelation between availability of resources and basic psychological processes in which the relationships of groups would not affect the perception of full satisfaction.

Although in this study the s relationships of trust and perception of justice are variables on the dynamics of groups to which the individual belongs, its influence is less than the value of resources (public education, technology and employment) and personal abilities (freedom of choice, skills and knowledge), although context norms (entrenched behaviors) increase the relationship between available resources and life satisfaction. However, it will be essential to include personal pathologies in the dependency relations model in order to contrast their influence on life satisfaction.

Quality of life, in its dimension of full satisfaction of public education, Internet and employment services, in the sample of young people surveyed:

- The indirect relationship between perceived resources and life satisfaction suggests that there are group and personal factors that regulate the impact of a scarcity or perceived abundance of resources, although the state of knowledge warns that psychological variables are those associated with Perceptions of full satisfaction of life.
- The satisfaction of life to interrelate with perceived resources, environmental assessments, context norms, perception of justice, trust relationships, opportunities and expected capabilities can be explained from psychological, sociological or economic theoretical frameworks, but it is necessary to include theories and constructs of economic and political

order since their exclusion reduces the quality of life to the perception of the respondents.

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Entropic Organizational climate social workers linked with public hospitals

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Abstract *–The organizational climate has been considered as an explanatory factor of interpersonal and communicative relationships between employees and public servants of the health sector. In this sense, the latent character of the organizational climate has been inferred from such manifestations of functions or tasks within public hospitals. Therefore, the objective of this study was to establish the dimensions of the organizational climate. With a sample of 33 social workers we proceeded to establish a reflective model considering normality, validity, reliability, covariation, structure and adjustment. The results show that the indicators of change (.91) and innovation (-.42) were the most extreme symptoms of the work environment. Such findings were discussed in reference to the psychological studies of climate, satisfaction and organizational stress.*

Keywords *–Climate, Satisfaction, Stress, Tasks and Emotions.*

Introduction

Within the framework of Neoliberal Globalization, university, labor market and social work are a complex trident whose interrelation reveals structures of power, risk, uncertainty, vulnerability, marginality, exclusion and Resilience (Castro & Martins, 2010).

Today, a large percentage of the population is barred from their most basic rights and individual guarantees such as health. In view of this situation, the State has reduced its functions to incorporate the dynamics of competition for resources into health systems and institutions. In recent years, education and health care services have suffered cuts in their budget s because the state wanted to offset its imacroeconomic strategies mpericias by austerity and re - borrowing as unique solutions to the economic crisis.

The impact of the economic situation on education and health systems has had an impact on institutional development plans and disciplinary curricula (Glisson & Hemmelgard, 1998). In short, the contents of the curricular courses have been oriented to the specialization and updating of knowledge rather than to the understanding of the vulnerable, marginalized and excluded communities that suffer the ravages of neoliberal policies through their budget cuts and measures of austerity.

In this context, the objective of this study is to reveal the organizational structure in which a sample of graduates of the ENTS is immersed as well as to dismember the mechanisms of interaction with their immediate superiors, work colleagues and assistance groups. The diagnosis of the organizational climate of relationships and tasks, trust, commitment, performance and leadership about their job satisfaction allowed to deduce a collaborative system in which the graduates have been favored since they have obtained higher income and public recognition from conciliate the diversification of their responsibilities with the heterogeneity of their social skills.

However, the present study also shows that the salary increase does not necessarily correspond to a greater performance or welfare effort on the part of the graduates of the ENTS, although their degree of specialization and training update allows them to access better economic income, their social satisfaction it seems to depend on other variables not included in the present study and that could be of affective-emotional order. The academic training of the social workers surveyed seems to have been complemented with the development of an empathic intuition during the first years of their work experience. As seniority at work increased, it had a greater impact on their stress levels, but increased their confidence, commitment and leadership. These findings were relevant to open the discussion about the inclusion of managerial skills in the courses taught in the ENTS.

Socio-historical framework

The sociopolitical contexts in which the organizations and institutions that train health care and management professionals are immersed. The socio - historical context with economic capitalization des budgets as the cause of neoliberal policies in emerging developing countries. It is argued that as Latin American countries became indebted due to poor projections of regional or national growth, they had to re-indebt themselves to correct their economic crises. The policy par excellence of the debtor states was neoliberalism. Understood as a *decision-making system based on competition for efficiency and effectiveness around the achievement of goals* neoliberalism extended to all productive, social and academic spheres, affecting the technical training of students (González, Valle, Núñez and González, 1996). This process was complemented with the demands of the labor market that, to make organizations and institutions more competitive, recruited and selected professionals willing to undergo intense days of training and continuous training while they were satisfied with a low salary. and its gradual increase (González, Hernández and López, 2000). However, this process of decapitalization and education minimally affected the social workers graduated from the ENTS because they developed collaborative groups that were more than competitive, this had an impact on the generation of skills and labor competencies that encouraged the satisfaction of social workers.

As a consequence of the decapitalization economic process, the decrease of educational investment, the reorganization of the production and transfer of knowledge and the increase of informational networks as indicators of the gap between the technological-informational north and the southern knowledge-producing maquiladora.

However, beyond globalization and its technological-informational consequences, a belief system around the usefulness of ICTs seems to emerge. Regarding socio-economic policies, education should be a fundamental structure of economic growth generated by the production of knowledge.

In this way, the system of informational beliefs seems to contradict the decrease in spending, investment, financing and educational subsidy observed in Latin America. To the extent that public education has declined, the private education system has increased substantially. While public institutions and universities are discredited because they do not correspond to market demands and social economic growth needs, private universities seem to fill the void of irrelevance of public education.

Despite the digital divide between developed and emerging economies, the internet seems to be a scenario for the reproduction of knowledge in which private knowledge of expression is reconstructed, but unlike classrooms, the internet offers a wide range of possibilities for self-discovery. -training. It is an inclusive entity known as paideia.

The bet of the future of the emergent economies around the production of the knowledge, paradoxically, is in the TICs that every time they make the digital breach of the knowledge between the informational north and the disinformation south.

This chapter has exposed the relationship between education systems and their types of investment considering their historical-social evolution. To the extent that societies have been transformed from premodern to informational, they have used different educational structures as mechanisms of organization that have promoted them to such a level of scientific-technological productivity without precedents in the history of humanity.

Rather, the Nation-States of modernity incorporated educational spending and diversified educational systems.

Regarding the relationship of the State with reference to the market, the unions seem to have influenced the increase in financing and the transformation of current account spending to an investment for the redistribution of knowledge that today is concentrated in the research institutes more than in the classrooms or the academic laboratories.

If the amount of investment in education remains constant, then the type of organization of knowledge seems to be the factor of differentiation, specialization and diversification of scientific and technological knowledge.

The organization of current knowledge seems to find a juncture with the influence of Fordist and Taylorist productivity. However, Taylorist and Fordist organization pr inciples have not been fully implemented since each educational system, although following the same organizational objectives, is guaranteed a budget that in most of its human resources assures them a place in the Society of the Knowledge without the need to compete for a greater amount for the production of knowledge and technological innovation (Subirats, 2004).

Only an elite academic sector maintains relations with international corporations and financial organizations for the financing of basic research and technological innovation that, in any case, maximizes profits and reduces the risk of loss of investment.

Regarding the investment of knowledge, educational systems have updated their curriculum to adjust it to the Information Society and the needs of the market. Funding, the potential basis of the reproduction of knowledge, has increased the scientific-technological reproduction required by the economic expectations of the international organizations that sponsor the border academic bodies. Although financing has increased, it is the subsidy to the reproduction of knowledge that has left the greatest dividend since the market goes through development cycles in which investment drives it, but creativity is what it determines it (Rubio, 2006).

To the extent that governments have included vulnerable, marginalized and excluded sectors, they have fostered the emergence of scientific cadres who stand out for their innovative ideas. This creativity has not only strengthened the market but has transformed it.

There is a very close relationship between subsidy to education and creativity. This relationship is linked by the systems of food grants that facilitate and potentiate the transformation of the market more than financing and public spending. That is, in universities and research institutes there are knowledge paradigms that limit or inhibit projects that can explain and solve social problems. Despite the degree of specialization, the projects financed by the institutes, commissions, secretaries or ministries of education, science or technology, their objectives increasingly distance themselves from social, intergenerational, sectoral or environmental needs.

In this sense, the subsidy system provides opportunities for students and creative teachers who can initiate the transformation of education, the market and nature. Thus, the neoliberal principle: "financing each project according to its specialization" could be replaced by: "giving each individual the possibility of associating elements in an unprecedented way according to his creativity" (Arévalo, 2003).

In short, the history of education, mainly its investment policy has influenced the institutional development programs of universities and institutes of higher education. Within the framework of the relationship between the university and the market, the investment policy has increased its amounts based on criteria of efficiency, effectiveness and effectiveness of knowledge in relation to market innovation.

In the case of Mexico, educational policy has been formalizing a system of knowledge production based on indicators of educational quality. The link between the universities and the market has meant that labor insertion is an indicator of educational and productive quality par excellence. In this sense, the National Autonomous University of Mexico (UNAM) has developed an institutional development plan seeking to link the production of knowledge with social needs. For its part, the National School of Social Work (ENTS) has modified its curriculum and is formalizing a system of professional practices that can link the student to the labor market. The various programs of attention to society through public institutions have allowed a link between the ENTS and the various social sectors.

However, the studies related to the labor insertion; Performance, leadership, commitment and satisfaction seem to show that the link between the knowledge acquired in the university and its application in the labor market seems diffuse. In this sense, the present study will seek to explain the organizational factors that determine the labor performance of the social work professional in the labor market. Before presenting the results of the study, it is necessary to expose the theories and concepts that allow a thorough understanding of the complex relationship between the university and the labor market.

Theoretical-conceptual framework

As a system, the organization is a network of inputs and outputs of information that determine the development of knowledge. Within any organization, the production of knowledge, unlike its reproduction, allows the development of creativity and innovation. That is, an organizational climate framed by enhancing values such as expectations, perseverance, tolerance and respect will affect the efficient performance of administrative staff, technicians or employees. Therefore, it is necessary to conceptualize the universities as an organization for the production and reproduction of knowledge to understand their link with the labor mark in which the development of skills, abilities and competences are factors considered within the study.

Organizational climate

The Organization Climate to l refers to a system limiting paradigms and enhancers individual skills and dynamics of groups (Perry, Lemay, Rodwall, Tracy & Galer, 2005). It is about values, beliefs, perceptions, affections and attitudes that inhibit creativity, but at the same time allow authoritarian leadership and in many cases the achievement of objectives (De la Torre and Gudoy, 2004). Or, they facilitate the innovation of a group, but by boosting competition among the bodies of knowledge, it generates relationship conflicts that will modify the task climate increasing the barriers that hinder the production of knowledge (Martínez, Martín, Montero and Pedrosa, 2004).

The virtue of the concept of climate is to clarify the factors that will determine satisfaction, commitment and job performance. An example of the relationships between organizational and psychological variables.

As the year ta m increases the organization seems to redistribute the functions of its members and modify their levels of cognition such as perception and satisfaction (Diaz, 2003).

If the organizational climate indicates the degree of growth perception of the company, then it will determine the level of personal satisfaction with the expected changes.

Organizational studies on the effects of the work climate seem to confirm the hypothesis around which the systems that enhance and limit a company determine the psyche of its members and their behavior (Salgado, Remeseiro and Iglesias, 1996). In the case of life satisfaction, this seems to interact with a climate of relationships that complement the expectations of achievement.

The dimensions of the organizational climate are also an important item in studies related to quality or safety. To the extent that the levels of risk and uncertainty influence the perception of employees, security levels emerge as a signal opportunity for the company (Neal, et. A l, 2000). In this sense, the climate of cooperation to correlate with cultural values reduce the climate of conflict and conflict relations tasks (Wallace, et. A l, 1999).

However, in an organization where the safety climate is present, personal procedures and regulations seem to undermine employee participation around their safety knowledge. That is, the security system of the organization encourages participation and inhibits innovation management knowledge (Nystrom, et. A l, 2002). The impact of the organizational security system on the task climate seems to differ between the capacities and competences among its members (Cooper & Phillips, 2004). Therefore, it is affirmed that the organizational climate affects labor satisfaction (Rodríguez, et al, 2011, Adenike, 2011, Salgado, et al, 1996).

In summary, the organizational climate, as a network of values, norms and perceptions, determines the perception of job satisfaction while it inhibits the perception of risk (González, Sánchez and López, 2011). Both relations are considered substantial for the purposes of the present investigation. Given that organizational dynamics determine human cognition and behavior, it is necessary to explain the factors that can inhibit job satisfaction because it determines commitment and job performance.

Organizational humanist studies considered the organizational climate as a structure of values that affected psychological processes, cognition was posed as an intermediate scenario between organizational resources and cognitive abilities. As a system of norms, the organizational climate established relationships of trust and security within a company (Guillén and Perles, 2011). Since each personal objective was adjusted to the projects of organizational growth, the cognitive processes such as attitudes, motivation and perceptions were related to personality biotypes that served for the recruitment and selection of personnel, once the tables were formed. production, training and promotion of the staff complemented the ideal of organizational development.

In the framework of Fordist-Taylorist production, organizations grew by standardizing production processes. In as much, the human resources reduced their function around the systematization of the tasks and the human relations. In this sense, job satisfaction acquired a substantial relevance at the same time as the barriers that inhibited production and safety in companies.

Once the production system was exhausted, the organizations adopted production models based on the psychological resources of the individuals facing the challenges of quality and innovation in the productive processes. The emergence of stress within the organizations laid the foundations for the formation of productive systems around which the development of human resources would become the most precious capital of an organization.

It is possible to synthesize some hypotheses to contrast them with the results of the study. Rather, it is necessary to remember the general approach of the study:

The economic and socio-political dynamics around the relationship between the university and the labor market is determined by the power relations that, as they are asymmetric, cause significant differences between the sexes, the generations, the monthly economic income and the psychological resources of their members in organizations. productive. In other words, the psychology of organizations has established causal relationships between the climate of tasks, security, trust and collaborations on the satisfaction of the human resources of an organization. Such relationships are mediated by psychological-organizational factors of stress, leadership and work performance.

Development opportunities are facilitated by collaborative relationships and team tasks among members of the s organization or n is create scenarios confidence around which the consistency of objectives and strategies are essential for personal well - being. Or, development opportunities are inhibited by competitive relationships among the members of the organizations, they create scenarios of distrust and encourage individual, group and organizational stress.

Method

A transversal and correlational study was carried out. The sample consisted of 32 social workers graduated from the National School of Social Work (hereinafter ENTS), this being the inclusion criterion.

A *Sociodemographic Data Questionnaire was* used which includes two options for sex: male ( ) woman ( ) and open questions: How many years have you completed until today? Did you finish your most recent studies obtaining the corresponding certificate? In case of answering negatively write the grade in which you stayed and the main reason why you interrupted your studies. If you answer affirmatively, write the level of education in which you certified yourself and the main cause that motivated you to finish your studies. What was your general average? In which turn did you stay longer? What was the reason why you stayed longer on that shift? Did you work during your time as a university student? What was the reason you were in that condition? Finally, write your approximate income for a month, you can include the money you earn if you work or receive financial support from the government or some other institution. The *Labor Climate Scale* was also used, which includes reagents around the perceptions of support, recognition, learning and job evaluation. It includes five response options in which the respondents express their degree of satisfaction and dissatisfaction with respect to specific situations of their job functions and their organizational environment. Reliability reached an alpha value greater than .6 0 which is the minimum enough to establish the internal consistency between the reagents. Regarding the validity, only four items correlated with the personal job satisfaction factor (hereinafter SLP). Through a telephone contact with the selected sample in which they were requested an interview by the ENTS and whose aims would be merely academic and institutional monitoring of graduates whether or not they were graduates. Once the appointment was established, we proceeded to provide them with a questionnaire that included sociodemographic, economic and psycho organizational questions. In the cases in which there was a tendency to the same response option or the absence of response, they were asked to write down the reasons why they answered with the same response option or, if applicable, the absence of them. The data were captured in the Statistical Program for Social Sciences (SPSS for its acronym in English) and the structural equation analysis was estimated with the help of the Structural Moments Analysis (AMOS) program and the Relations program. Linear Structures (LISREL for its acronym in English).

Results

The establishment of a reflective model or model of relationships between a latent factor and indicators, included the estimation of normal distribution, covariance, structure and fit.

Table 1 shows kurtosis values below the rejection threshold. The results show a tendency of responses close to the average. Except for the reagent relative to the work schedule, considered as adaptation to work, the value was negative and was interpreted as an indicator of the organizational factor. To incorporate the negative value into subsequent multivariate analyzes, the results were multiplied by a constant.

Table 1. Parameters of normal distribution and vaidity

Variable	Minimum	Maxim	Bias	Kurtosis	Factor	Reliability
Organizational climate						.642
My immediate superior encourages innovation.	2,000	7,000	- , 378	, 985	.324	
Working with patients causes me stress.	1,000	7,000	- , 194	, 548	-.354	
I feel that I treat some of my patients as if they were impersonal objects.	1,000	7,000	, 878	981	-.452	
It would take a change in my current circumstances to leave this institution.	1,000	6,000	, 280	446	.387	
I feel like I'm about to explode.	1,000	7,000	362	, 887	-.358	
I am concerned about what happens with some of my patients.	1,000	4,000	152	, 761	.342	
Working with patients gives me satisfaction	1,000	7,000	, 043	, 746	.421	
My work schedule is flexible	, 000	7,000	-, 885	-, 333	.321	
Multi - varia nza				5 , 021		

Explained variance	.3. 4

The validity of the construct was established from an exploratory factor analysis of principal components with varimax rotation (see table 1). The factor explained 34 percent of the total variance. The adequacy and sphericity tests ($X^2 = 13.24$; 15 gl; $p = .001$) were significant. Subsequently we proceeded to estimate the reliability of the instrument with the Crombach alpha parameter (a = .654)

Regarding the correlations, Table 2 shows negative and positive associations that were considered as preliminary for the estimation of their reflective structure. The values close to the unit were considered as evidence of causal relationship between the variables. In the opposite case, values close to zero were considered spurious relations.

Table 2. Covariances between the factor indicators

	Innovation	Stress	Impersonal	Change	Satiety	Depersonalization	Adaptation	Satisfaction
Innovation.	, 072							
Stress	, 710	, 594						
Impersonal	-, 586	-, 434	, 042					
Change	-, 388	-, 038	, 035	, 210				
Satiety	-, 635	- , 009	, 187	, 055	, 103			
Depersonalization	-, 188	-, 375	628	, 725	, 652	, 677		
Adaptation	-, 224	- 230	, 388	198	704	, 205	, 195	
Satisfaction	901	650	- 160	-,200	-, 776	-, 528	, 170	592

The model of reflective relationships was estimated from the assumption around which the organizational climate is a factor of personal relationships and tasks among social workers, other health professionals and beneficiaries. The latent variable was established based on the assumption around which the indicators or symptoms of the organizational climate would converge with an explanatory factor of the tasks and human relationships. Positive and negative indicators that could explain the internal structure of the organizational factor were included in the model. The main finding of this structure is about the relationship between the organizational factor and the stress indicated by the saturation of tasks and interrelationships among social workers with respect to health professionals and right holders of the health sector (.91). In contrast, the innovation indicator presented a negative relationship with the organizational factor (-.42). These findings allow us to point out that the organizational climate seems to be circumscribed to tasks and affective relationships rather than rational or pragmatic (see figure 4). In this sense, the results complement the study by Cooper & Smith (2004) allusive to the significant differences between interpersonal attitudes and the capacities around the execution of a specific function of interview or socioeconomic register by social workers.

The complexity of the organizational factor of personal and functional relationships, in relation to the psychological studies of the organizational climate, seems to confirm the hypothesis around which health environments have a high content of stress before which affective-emotional relationships of their members, they are a coping mechanism to reduce the stress caused by the number of cases and the diversity of diseases that the beneficiaries present when requesting the medical attention service.

Finally, Table 3 shows the values corresponding to the adjustment of the structural model in relation to the hypothetical organizational climate model. The values were considered as evidence of good fit in which the hypothesis relating to the configuration of a common factor with respect to each of the indicators.

Table 3. Adjustment parameters

Parameter	Value
Chi square	September 1. 64
Degrees of freedom	12
Significance level	.000
Goodness of F it I ndex	.9 2
A djusted Goodness of F it I ndex	.92
P artial G oodness of F it I ndex	.91
R elative F it I ndex	.93
Interval Fit Index	.94
Tucker Lewis Index	.90
Comparative Fit Index	.91
Root Mean Squared Error of Approximation	.01
Root Mean Residual	.01

The values seem to show that the organizational climate factor is multidimensional. In the case of the sample surveyed, the organizational factor of human functions and relationships seems to be composed of symptoms that balance beliefs and attitudes around the execution of a function or collaborative work.

Final considerations

This study has reviewed and studios organizational climate to model reflective of eight indicators around which were estimated indicators of interpersonal and functional relationships within a public hospital.

The results show that the organizational climate is complex since not only is it confined to the beliefs and attitudes that enhance a work environment, but also the cognitive factors that explain the limiting factors of the same work environment. These results complement the studies reported by Adenike (2011) and Salgado, et. al, (1996) who demonstrated satisfactory dimensions around the work environment.

However, the findings of the present study also show that the organizational climate includes limiting indicators of organizational potential such as stress. In this regard, the study complements some other investigations. Such are the cases of Neal, et. al, (2000) who found indicators of personal insecurity in their study with Australian employees. In the case of social workers in Mexico, they do not perceive signs of insecurity, but of stress. This difference may be due to the level of salary because in Australia employees their income surpasses the salary of social workers. Even the type of activities and functions seems to demand more from social workers and inserts them in a dynamic of constant stress.

Therefore, psychological studies of the organizational climate should take up socio-economic factors such as salary, benefits and incentives that allow evidence of risk factors, but reduce the stress generated by the interaction. In this sense, the construction of a model of causal relationships between climate, satisfaction and stress will allow us to contrast the findings of the present study.

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Annexed

Table A1. State of the art

Year	Author	Sample	Instruments	Results
nineteen ninety six	Salgado, et. to the,	17 employees of a shopping center in	* Organizational Climate Scale (alpha greater than .69 for each of its ten dimensions) * Labor Satisfaction Scale (alphas above .80 for each of its five dimensions)	Positive and significant associations between the climate dimensions and the dimensions of job satisfaction.

		Oviedo, Spain		
2000	Neal, et. to the,	525 Australian employees	* Organizational Climate Scale (alpha of .94) * Safety Climate Scale (alpha of .93) * Safety performance Scale (alpha of .90 and .93 for two dimensions, practices and procedures)	The organizational climate influenced the safety climate (β = .54), the safety climate on safety knowledge (β = .58), the safety knowledge about safety procedures (β = .35) and on safety participation (β = .28), safety climate on safety motivation (β = .43) and on safety participation (β = .23), safety motivation on safety procedures (β = .57) and on the safety share (β = .29).
2004	Cooper & Phillips	540 employees from Indiana, United States	* Safety Climate Scale	They established significant pre-test differences between safety experiences with respect to attitude management (F = 4.7, p = .01), action management (F = 5.83, p = .01), training (F = 2.66, p =. 05). They also established differences between years of work experience with respect to attitude management, level of risk, handling of actions, teamwork, training and commission (respective

				F of 5.37, 6.09, 2.97, 6.71, 3.85 and 2.85 with p = .05). Differences between work accidents with regard to risk, place and training (respective F of 8.51, 4.14 and 3.50 with p = .05). Finally, they found differences between the functioning of departments with respect to management, risk, actions, place and training (respective F of 7.36, 16.40, 3.62, 3.46 and 2.83 on p = .01)
	Adenike	419 students from Ottawa, Canada	* Organizational Climate and Job Satisfaction Scale	Job satisfaction was related to the organizational climate (r = .66; p = .010)
	Rodríguez, et. to the,	96 workers from Maule, Chile	* Organizational Climate Question (alafa of .85) * Facet Satisfaction Questionnaire (alpha of .92) * General Satisfaction Questionnaire (alpha of .88) * Institutional Performance Evaluation Questionnaire	Job satisfaction influenced organizational performance (β = .46; p = .000) and performance and productivity (β = .68; p. 000)

Portrayals

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