



Universidad  
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FACULTAD DE PSICOLOGÍA Y TRABAJO SOCIAL

Rotación laboral y compromiso organizacional en colaboradores de la empresa de  
Servicios de Call Center del Perú S.A.C., 2021

**TRABAJO DE SUFICIENCIA PROFESIONAL**

Para optar el título profesional de LICENCIADO EN TRABAJO SOCIAL

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## RESUMEN Y PALABRAS CLAVE

### Desempeño laboral:

De acuerdo con Chiavenato (2009) Indica que el desempeño laboral es la conducta de los trabajadores para lograr metas a través de una estrategia establecida al investigar objetivos claros, logrando así el rendimiento de las destrezas que posee cada empleado de la empresa.

### Satisfacción laboral:

Locke (1976) una satisfacción laboral es una actitud general hacia la acción laboral en comparación con este grupo, y otra hipótesis es que el goce laboral es una respuesta a una serie de tareas o actividades específicas realizadas por los trabajadores Juicio emocional.

### Rotación laboral:

Mediante Chiavenato (2009), La rotación laboral se define como un resultante de que algunos empleados se van mientras que otros ingresan para reemplazarlos. La salida del personal puede ocurrir por iniciativa del personal (renuncia) o iniciativa de la empresa (despido).

### Servicio al cliente:

Humberto serna (2006) Este autor indica que este servicio hacia cliente es un grupo de habilidades que una empresa diseña para intentar satisfacer las necesidades y expectativas de los clientes externos que sus competidores.

### Compromiso Organizacional:

Steers (1977) Considerada la fuerza referente de la identificación e involucramiento del empleado en la empresa, además de la forma en que se señala cada función para el bien de la empresa.

Labor turnover and organizational commitment in collaborators of the Call Center  
Services company of Peru S.A.C., 2021

The work of professional proficiency has been affected by the labor demand that has decreased and, therefore, there is more search for labor needs, but many times they are not accessed due to the low levels of the applicants and the lack of adequate studies, so that this generates a high continuous rotation, leaving work at any time for better salaries, since the crises in Peru do not allow improving job stability.

Peter Ander, president of the Lima Chamber of Commerce.

He points out that currently the trade sectors still have a slow growth, constituting this as an important fact in the country's economy. Thus we have 44.4% dedicated to commerce and 42.1% dedicated to service and many companies had to close, due to the lack of financial support to cope with the quarantine situation that also plagued the company of which we are now presenting.

On the other hand, the economic implications of these 2 years of pandemic have affected the reduction of personnel, low capacity of applicants and high turnover in companies.

Chapter 1: Mentions the history of the Call Center Services company of Peru S.A.C.; describe what we offer as a company to the clients we work with; the location of the company; the position of the area where the junior social worker works; as well as the values and the 4 pillars that the company presents.

Chapter 2: A global representation of the experience is presented, referring to the professional activities carried out and the characteristics used in the field of our professional intervention.

Chapter 3: Shows the foundation of the program carried out and the achievements that, according to the project presented, the company's indicators could be better achieved, with the objective that the workers feel identified with the company and the company providing them with better working conditions according to their professional growth.

Chapter 4: Presents the main conclusions and recommendations.