

STRATEGIC PLANNING BASED ON INTERPERSONAL RELATIONSHIPS TO STRENGTHEN THE ORGANIZATIONAL CLIMATE

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Research Line: Integral Human Development

How to cite this article: Bethiver López, Freddy Vizcaya, and Yvan Vizcaya "Strategic Planning Based on Interpersonal Relationships to Strengthen the Organizational Climate" (2025), (1,19)

Received: June 3, 2025 Reviewed: June 8, 2025 Accepted: June 16, 2025

ABSTRACT

The situation of the performance of public administration professionals and the impact on the comptroller's offices, organs of the Municipal Public Power integrated into the Venezuelan National System of Fiscal Control has been controversial in recent years, since the management and contribution to minimize the conflicts and demoralization that is perceived at the social level, has been limited by considering that the Municipal Comptroller's Office of Veroes is closely related to the protagonism in the management of one's own conflicts. The objective of the study was to propose a strategic plan based on interpersonal relationships for the strengthening of the organizational climate in the Municipal Comptroller's Office of Veroes, Veroes municipality of the state of Yaracuy. Inserting itself in the line of Research: construction of Socialism of the XXI Century, since it creates spaces for research and innovation for projects and studies on the state, management processes and the construction of a just and egalitarian society. The research design was non-experimental, field-type, with a descriptive character, under the modality of a feasible project. The population and sample consisted of twenty-two (22) workers of the institution under study. The data collection technique was the survey and the instrument was the questionnaire of twenty-six (26) questions with Lickert scaling, being validated through expert judgment. Reliability was obtained through a pilot test, the result of which was applied to Crombach's Alpha Coefficient giving 0.96, which means high reliability. The results reflected weaknesses in the communicational processes that take place between the investigated parties, with the passive communication style prevailing, which hardly benefits warm and operational interpersonal relationships. This fact reveals the need to have strategic planning that allows exercising aspects related to the topic addressed in the study in a real way through worktables, practical exercises, shared reflection, to overcome the difficulties encountered during the diagnosis made.

Descriptors: strategic plan, interpersonal relationships, organizational climate

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**Planeación Estratégica Basada en las Relaciones Interpersonales
para el Fortalecimiento del Clima Organizacional.**

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