

# Emotional Intelligence and Its Relationship with Workplace Accidents Among Employees of a Financial Institution in 2019

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## ABSTRACT

The main objective of the research was to determine the relationship between emotional intelligence and workplace accidents among the employees of a financial institution in 2019 given the high rate of workplace accidents due to personal factors. A sample of 70 employees was selected and the abbreviated Emotional Quotient Inventory (Bar-On EQ-i) was administered to them. Additionally, workplace accident investigation reports were reviewed to identify the main personal factors that caused workplace accidents. The study found a significant relationship between emotional intelligence and workplace accidents, with a rho value of  $-0.51$ . This shows an average negative correlation between emotional intelligence and workplace accidents, meaning that the variables are related to each other in an inversely proportional manner. In other words, the lower the level of emotional intelligence, the higher the number of workplace accidents.

**Keywords:** emotional intelligence, workplace accidents, personal factors.

## INTRODUCTION

According to statistics from the Ministerio de Trabajo y Promoción del Empleo (2017; 2018; 2019:2020; 2021), workplace accidents in Peru have been increasing in recent years. In 2017, 15,646 workplace accidents were reported, while in 2018, the number rose to 20,132, and in 2019, jumped to 34,800. This represents a 29% increase between 2017 and 2018, and a 72% increase between 2018 and 2019. These figures are particularly concerning for the financial sector, where workplace accidents increased by 75% in 2018 and by 162% in 2019 compared to the previous year. The financial institution under study also experienced a significant increase in workplace accidents caused by personal factors. Unsafe acts were found to be the main cause of the high incidence of workplace accidents. According to Bird, as cited in Chamocho (2014), *de cada 100 accidentes, 85 ocurren por práctica insegura y solo 1 ocurre por condición insegura. El 14% restante ocurre por la combinación de ambas causas* [85 out of every 100 accidents occur due to unsafe practices and only 1 due to unsafe conditions. The remaining 14% occur due to a combination of both] (p. 39). Asfahl, as cited in Zapata and Grisales (2017), also confirms that *los informes de accidentes confirman que en un gran porcentaje las lesiones son causadas por los actos inseguros de los trabajadores* [workplace accident reports confirm that a large percentage of injuries are caused by the unsafe acts of workers] (p. 161). It is worth noting that the COVID-19 pandemic has made it more challenging to monitor or

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report workplace accidents, with many companies reducing their workforce by 50% or adopting remote or hybrid work arrangements. Therefore, the comparison between 2018 and 2019 provides a more accurate picture of the number of workplace accidents before the pandemic.

Emotional intelligence refers to the ability to recognize, accept, and manage our own emotions as well as those of others. It helps in developing emotional and intellectual capacity and can be used to guide our thoughts and actions (Mayer & Salovey, 1997). Emotional intelligence is a complex concept and is linked to a person's behavior, ranging from cognition to thought and action. Therefore, emotional intelligence is a key element in the performance of any human activity (Oliveros, 2018). Being aware of risks raises the idea that it is from within the worker where this change begins and helps individuals modify their values and beliefs, allowing them to identify potential dangers and take a preventive attitude toward them. As long as workers can develop these capabilities, they can self-manage their safety and health, and act safely (Zapata & Grisales, 2017).

The studies suggest that a worker's emotional intelligence has a greater impact on workplace accidents than work-related factors. This influence is even higher than that of work-related factors. Therefore, it is important to understand the relationship between emotional intelligence and workplace accidents. Understanding the connection between these variables can lead to new insights into the prevention of work-related accidents. This knowledge will contribute to the development of new research and will help organizations pay attention to the emotional intelligence of their workers. This includes evaluating emotional intelligence during the selection process and emphasizing its relevance during employee development. Although IQ and experience are relevant, emotional intelligence is crucial for satisfactory results, especially for complex tasks. The more complex the task, the more important emotional intelligence becomes. A low level of emotional intelligence can hinder the use of experience and technical knowledge (Guillén, as cited in Duque, 2012). The abbreviated Emotional Quotient Inventory (Bar-On EQ-i) instrument presented in this research can be used to measure the level of emotional intelligence of employees. Based on the results, appropriate strategies can be established to improve the levels of emotional intelligence, which can have a positive impact on reducing the rate of workplace accidents, as well as improving organizational performance and effectiveness.

The general hypothesis is that there is a significant relationship between emotional intelligence and workplace accidents among employees of a financial institution in 2019. Furthermore, specific hypotheses 1, 2, 3, 4, and 5 state that the "intrapersonal", "interpersonal", "adaptability", "stress management", and "general mood" components are significantly related to workplace accidents. Specific hypothesis 6 states that the main personal factor that causes the highest number of workplace accidents in the financial institution in 2019 is non-compliance with the norms, procedures, and/or safety standards established by the financial institution.

## Background Research

### National

In his research titled *Inteligencia emocional y su incidencia en los accidentes de trabajo en el sector pesca período 2015-2018* to obtain a doctoral degree in Administration, in Lima (Peru), Del Rosario (2021) aimed to determine the relationship between emotional intelligence and workplace accidents in the fishing sector. The research was of a substantive type and had descriptive-explanatory levels and descriptive-correlational design. The Bar-On EQ-i adapted to the Peruvian reality by Ugarriza and Pajares in 2001, was used as an instrument on a sample of 186 workers. The study found that there is a significant relationship ( $r_s = -0.26$ ;  $p < 0.01$ ) between emotional intelligence and workplace accidents in the fishing sector, indicating that the higher the level of one variable, the lower the level of the other.

### International

In another research titled *Influencia de los actos subestándares que generan altos índices de accidentabilidad laboral en la ciudad de Guayaquil en el año 2014* to obtain a master's degree in Safety, Industrial Hygiene, and Occupational Health from the University of Guayaquil, Mora (2016) aimed to analyze the influence of substandard acts that caused high accident rates in Guayaquil. The author used descriptive mechanisms to collect information on workplace accidents from the IESS Occupational Risk Prevention Management Reporting System and conducted a rigorous analysis to determine the main purpose. Finally, she found that the most common substandard action is the failure to signal or warn of danger and that unsafe behaviors are the primary cause of workplace accidents.

## Emotional Intelligence

Emotional intelligence refers to an individual's ability to manage frustration, empathize with others, understand their emotions, adapt to stressful situations, work in a team, face problems, and solve them (Goleman, 2001). However, possessing high emotional intelligence alone does not guarantee that someone has learned the emotional skills necessary for the job; it merely suggests that they have the potential to acquire them (Goleman, 2000). IQ is not enough to ensure success. Instead, emotional intelligence, self-awareness, and perseverance in challenging situations lead to personal growth (Goleman, 1995). Controlling impulses or feelings that cause frustration is challenging; managing them correctly indicates a person's capacity, ability, willpower, and character (Goleman, 1995).

*Las emociones traen consigo la relación pura que establece el sujeto con el "otro" o con su entorno, lo que hace que esta (la emoción) venga cargada de tal grado de subjetividad que la lleve a ser el causante principal o factor distintivo de los comportamientos de las personas. De igual manera, las emociones representan los factores culturales que uno o más individuos identifican en el medio en que se desempeñan. Por ejemplo, el lugar de trabajo representa para los individuos la aparición, permanencia o desaparición de una serie de emociones propias de este lugar que quizá no se hagan presentes en otros como el hogar o la universidad. Y es precisamente en ese caso cuando se espera que un individuo manifieste en la organización un control sobre aquellas emociones que son vistas como dañinas (enojo, ira, desgaste emocional, etc.) y realce aquellas vistas como positivas (tranquilidad, asertividad, empatía, etc.)* [Emotions are intricately tied to an individual's relationship with others or their environment, making them strongly subjective and a significant factor in people's behavior. Emotions also represent cultural factors that individuals identify in their workplace. For example, individuals may experience emotions specific to their workplace that may not be present in other settings, such as home or university. In this context, individuals are expected to display control over harmful emotions such as anger, rage and emotional exhaustion, while enhancing positive emotions such as tranquility, assertiveness, and empathy]. (Duque, 2012, p. 151)

According to Goleman's theories, work competence depends on both intellectual and emotional intelligence. Emotional intelligence is particularly crucial,

as emotions are key elements of organizational success, as concluded by Duque. Organizations require individuals with emotional self-regulation, self-control, stress management, and empathy, which are critical factors in ensuring workplace safety and preventing workplace accidents.

## Definitions

Emotional intelligence refers to the abilities that individuals possess to manage the situations presented to them. It enables them to develop empathic and appropriate feelings, propose solutions in adverse situations, and succeed both personally and socially, resulting in internal and external well-being (Ugarriza, 2001).

According to Goleman (1995), emotional intelligence

*permite tomar conciencia de nuestras emociones, comprender los sentimientos de los demás, tolerar las presiones y frustraciones que soportamos en el trabajo, acentuar nuestra capacidad de trabajar en equipo y adoptar una actitud empática y social, que nos brindará mayores posibilidades de desarrollo personal* [helps us become aware of our emotions, understand the emotions of others, tolerate pressures and frustrations at work, enhance our ability to work in a team, and adopt an empathetic and social attitude, which ultimately leads to greater personal development]. (p. 3)

For Mayer and Salovey (1993), *es un tipo de inteligencia social que incluye la habilidad de supervisar y entender las emociones propias y la de los demás, discriminar entre ellas y usar la información para guiar el pensamiento y las acciones de uno* [emotional intelligence is a type of social intelligence that involves monitoring and understanding one's own and others' emotions, discriminating between them, and using the information to guide one's thinking and actions] (p. 433).

In summary, emotional intelligence is the ability to know how to manage emotions to obtain positive results.

Based on the above definitions, emotional intelligence is the capacity that people develop to understand and control their emotions, which is crucial for success in both personal and work environments. Suifan, Abdallah, and Sweis (as cited in Leal, 2023) state that *todas las dimensiones de inteligencia emocional de autoconciencia, auto-gestión, conciencia social y gestión de relaciones afectan positiva y significativamente los resultados laborales de todos los empleados* [all dimensions

of emotional intelligence, including self-awareness, self-management, social awareness, and relationship management, positively and significantly affect the work outcomes of all employees] (p. 3).

### Components

The five major conceptual components of emotional intelligence, according to Ugariza (2001), and its 15 subcomponents are the following:

- Intrapersonal component (IAC)
  - Emotional self-awareness (ES): The ability to identify and understand our own emotions and feelings, and to distinguish and understand the reason for them.
  - Assertiveness (AS): The ability to express our feelings, beliefs, and ideas without offending others, and to protect our rights without bias.
  - Self-regard (SeR): The ability to understand, accept, and respect our virtues and flaws, and to be aware of our limitations and opportunities.
  - Self-actualization (SeA): The ability to do what we can, want, and enjoy doing.
  - Independence (IN): The ability to be self-directed, and to feel confident in our thoughts, decisions, and actions.
- Interpersonal component (IEC)
  - Empathy (EM): The ability to recognize other people's feelings, and to understand and appreciate them.
  - Interpersonal relationship (IR): The ability to create satisfactory emotional bonds involving closeness and intimacy.
  - Social responsibility (SR): The ability to be a collaborative, cooperative, and constructive individual within the social group.
- Adaptability component (ADC)
  - Reality-testing (RT): The ability to evaluate the correspondence between what we experience (the subjective) and what actually exists (the objective).
  - Problem-solving (PS): The ability to recognize, define, and effectively solve problems.
  - Flexibility (FL): The ability to adapt our behavior, emotions, and thoughts to different circumstances.
- Stress management component (SMC)
  - Stress tolerance (ST): The ability to cope with adverse situations, stressful moments, and intense emotions without falling apart, and to actively and positively face stress.

- Impulse control (IC): The ability to control or postpone an impulse or temptation to manage our emotions.

### - General mood component (GMC)

- Happiness (HA): The ability to feel fulfilled, to enjoy oneself and others, and to manifest positive emotions.
- Optimism (OP): The ability to perceive the positive side of various situations by remaining optimistic despite obstacles and negative emotions.

### Benefits

Fostering emotional intelligence among employees has become an important tactic for companies to help them adapt to current social changes. This is because emotional intelligence helps workers acquire essential skills related to their personal and professional development, enabling them to tackle work commitments and challenges effectively. Identifying, recognizing, expressing, and managing emotions can contribute to improving productivity, motivation, well-being, and job satisfaction. Therefore, promoting and reinforcing emotional intelligence fosters a functional and positive work environment, contributing to the social well-being of employees who develop this skill (Quiroz, 2021).

Currently, organizations are undergoing significant changes, and occupational risk prevention is no exception. Organizations are becoming more empathetic towards their employees, moving away from the traditional *cold* organizational approach. Studies show that emotional intelligence offers various benefits to organizations, not only in terms of occupational risk prevention but also in productivity. As both aspects are crucial in achieving organizational goals and profitability, promoting emotional intelligence is essential for companies to thrive.

### Importance

Employees who can manage negative emotions and maintain positive ones tend to show a greater sense of energy and enthusiasm toward their work. According to Bresó and Mejía in 2012, employees also show higher levels of commitment, pride, and concentration while performing work activities. The study concludes that emotional intelligence plays a significant role in preventing occupational risks in organizations. Workers who can manage their emotions and maintain a positive outlook towards their work are more committed and will ensure the proper fulfillment of their tasks, while also adhering to safety and health standards at work, thus having a positive impact on accident rates.



## Workplace Accidents and Personal Factors

### Theory

The loss causation theory of Bird (as cited in Defaz, 2018) outlines the factors that contribute to workplace accidents. The primary factor is a lack of control due to a lack of plans or programs, inadequate or insufficient safety standards for identified hazards and risks, and other control deficiencies. Then the basic causes follow, these are failures in controls, which can be attributed to personal factors (overconfidence, ignorance of procedures, lack of motivation, etc.) and job factors (related to the workplace and its processes). Finally, the immediate causes are those that result in injury, and they are categorized into two events: unsafe acts and conditions. Unsafe acts refer to the worker's behavior when not following safety measures, while unsafe conditions refer to the unsuitable work environment that fails to provide safe working conditions. Both of these result from the basic causes mentioned above.

The research conducted by Bird (as cited in Chamochumbi, 2014) showed that out of every 100 accidents, 85 were due to unsafe acts, 1 was due to unsafe conditions and 14% happened due to a combination of both causes. Based on this cited research by Bird, Sánchez et al. (2007) concluded that the fundamental principle of loss management is that *la gestión preventiva debe priorizar el control sobre las causas últimas de los daños o causas básicas y no sobre las causas inmediatas o sobre los efectos generados* [preventive management should prioritize control over the root causes of damage rather than the immediate causes or effects generated] (p. 32).

Thus, the worker's behavior plays a direct role in the incidence of workplace accidents, either due to unsafe acts, a combination of unsafe acts and conditions, or indirectly, in accidents caused by unsafe conditions that may be generated by a person.

The basic causes are the reasons behind any incident or accident at work, including those that explain why unsafe acts and conditions occur. Personal factors, such as physiological and psychological characteristics, determine attitudes and behaviors; workers should possess appropriate physiological and psychological characteristics suitable for the demands of their jobs (Instituto Europeo de Estudios Empresariales, n.d.).

According to the Regulation of Law No. 29783, Law on Safety and Health at Work, Supreme Decree No. 005-2012-TR (D. S. N.º 005-2012-TR, 2012), personal factors *referidos a limitaciones en experien-*

*cias, fobias y tensiones presentes en el trabajador* [refer to limitations in experiences, phobias, and tensions present in the worker] (p. 38). Therefore, it is important to determine whether emotional intelligence is related to workplace accidents, given that 89% of accidents in the studied financial institution were due to personal factors. The results obtained in this research will serve as a basis for redirecting or developing effective strategies to counteract the real causes of workplace accidents.

### Definitions of Workplace Accidents

*Todo suceso inesperado que ocurre durante el trabajo o con ocasión de este y que resulta en una lesión orgánica, una perturbación funcional, una invalidez o la muerte del trabajador se considera accidente de trabajo. También es considerado accidente de trabajo aquel que se genera fuera del lugar y horas de trabajo, pero bajo las órdenes del empleador* [Any unexpected event that results in an organic injury, functional disturbance, disability or death of a worker during work or on the occasion of work is considered a workplace accident. It is also considered a workplace accident if it occurs outside the place and hours of work but under the employer's orders]. (Ley N.º 29783, p. 37)

Another definition refers to a workplace accident as any physical injury suffered by the worker as a result of the work performed (Instituto Nacional de Seguridad y Salud en el Trabajo, 2021).

ISO 45001: 2018 defines workplace accidents as events where accidents or health deterioration have occurred; the standard considers accidents and near misses as incidents (Organización Internacional de Normalización [ISO], 2018).

### Benefits

Investigating workplace accidents can help identify the risk factors in organizations, the immediate causes composed of acts and substandard conditions, the basic causes where personal and work factors are found, and the deviations of the occupational safety and health management system. This can enable organizations to plan, execute, and monitor the effectiveness of corrective measures. Proper accident investigation can help detect the root cause of the accident and prevent its recurrence. This can reduce workplace accidents, leading to improved productivity by reducing work absenteeism and costs associated with workplace accidents (Ley N.º 29783, 2012).

## Importance

When a workplace accident occurs, an investigation should be carried out to detect the root cause and take preventive and/or corrective actions based on the results. Organizations must investigate accidents as it allows them to reevaluate their risk prevention management. The investigation also has a legal aspect as current occupational safety and health regulations require employers to investigate all accidents that occur in their organization and take timely and efficient actions. Failure to do so can lead to sanctions.

## METHODOLOGY

This is a correlational research study that aims to understand the relationship between two variables: emotional intelligence and workplace accidents. The research design is non-experimental and cross-sectional, conducted within a specific period, which is the year 2019. The survey technique was used to collect data on the emotional intelligence variable, and the instrument used for this was the abbreviated Bar-On EQ-i questionnaire. On the other hand, data for the workplace accidents variable was collected through information gathering, and the instrument used was the investigation reports of accidents at work in 2019. The sample was non-probabilistic and intentional, consisting of all 70 employees of the financial institution under study who had suffered workplace accidents due to personal factors in the year 2019. The survey was conducted virtually and anonymously. The data were processed using the SPSS program to create tables for data interpretation. The correlation coefficient was used to determine the relationship between the two variables, after conducting a normality test.

## RESULTS

### Hypothesis Testing:

#### Normality Testing

Table 1 presents the results of the normality testing conducted to determine whether the variables of workplace accidents and emotional intelligence are normal.

**Table 1.** Normality Testing.  
Tests of Normality

	Kolmogorov-Smirnov <sup>a</sup>			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Accidents due to Personal Factors	0.460	70	0.000	0.546	70	0.000
Emotional Intelligence	0.428	70	0.00	0.592	70	0.000

a. Lilliefors Significance Correction  
Source: Prepared by the author.

H<sub>0</sub>: Both variables follow a normal distribution.

H<sub>1</sub>: None of the variables follow a normal distribution.

α: 0.05

Table 1 displays the results of a normality test conducted on a sample of 70 collaborators. Since the sample size is greater than 50, the Kolmogorov-Smirnov test was used. The results showed that both variables have a significance value of  $0.000 < 0.05$ , indicating a non-normal distribution. Consequently, the distribution is considered non-parametric, and the Spearman's rho statistic was applied.

### General Hypothesis

Table 2 examines the correlation between emotional intelligence and workplace accidents of employees of a financial institution in 2019 to determine if a significant relationship exists between them.

H<sub>0</sub>: Emotional Intelligence is not significantly related to workplace accidents of collaborators of a financial institution in 2019.

H<sub>1</sub>: Emotional Intelligence is significantly related to workplace accidents of collaborators of a financial entity in 2019

α: 0.05

Table 2 shows the correlation between emotional intelligence and workplace accidents. The results demonstrate a significant relationship with a bilateral significance of  $0.000 < 0.05$  and a value of  $\rho = -0.51$ . This negative average correlation between emotional intelligence and workplace accidents suggests an inverse relationship. In other words, the lower the level of emotional intelligence, the higher the number of workplace accidents. These findings support the alternative hypothesis that emotional intelligence is significantly related to workplace accidents of employees of a financial institution in 2019

### Specific Hypothesis 1

Table 3 examines the correlation between the intrapersonal component and workplace accidents to determine if a significant relationship exists between them.

H<sub>0</sub>: The intrapersonal component is not significantly related to workplace accidents.

H<sub>1</sub>: The intrapersonal component is significantly related to workplace accidents.

Alpha error: 0.05

Table 3 shows the correlation between the intrapersonal component and workplace accidents. The results demonstrate a significant relationship with a bilateral significance of  $0.000 < 0.05$  and a value of  $\rho = -0.58$ . This negative average correlation between the intrapersonal component and workplace accidents suggests an inverse relationship. In other words, the lower the level of the intrapersonal component, the higher the number of workplace accidents. These findings support the alternative hypothesis that the intrapersonal component is significantly related to workplace accidents.

### Specific Hypothesis 2

Table 4 examines the correlation between the interpersonal component and workplace accidents to determine if a significant relationship exists between them.

H<sub>0</sub>: The interpersonal component is not significantly related to workplace accidents.

H<sub>1</sub>: The interpersonal component is significantly related to workplace accidents.

Alpha error: 0.05

Table 4 shows the correlation between the interpersonal component and workplace accidents. The results demonstrate a significant relationship with a bilateral significance of  $0.000 < 0.05$  and a value of  $\rho = -0.55$ . This negative average correlation between the interpersonal component and workplace accidents suggests an inverse relationship. In other words, the lower the level of the interpersonal component, the higher the number of workplace accidents. These findings support the alternative hypothesis that the interpersonal component is significantly related to workplace accidents.

### Specific Hypothesis 3

Table 5 examines the correlation between the adaptability component and workplace accidents to determine if a significant relationship exists between them.

H<sub>0</sub>: The adaptability component is not significantly related to workplace accidents.

H<sub>1</sub>: The adaptability component is significantly related to workplace accidents.

Alpha error: 0.05

**Table 2.** Results of the Correlation Between the Emotional Intelligence Component and Workplace Accidents.

			Emotional Intelligence	Accidents due to Personal Factors
Spearman's Rho	Emotional Intelligence	Correlation Coefficient	1.000	-0.511
		Sig. (2-tailed)	.	0.000
		N	70	70
	Accidents due to Personal Factors	Correlation Coefficient	-0.511	1.000
		Sig. (2-tailed)	0.000	.
		N	70	70

Source: Prepared by the author.

**Table 3.** Results of the Correlation Between the Intrapersonal Component and Workplace Accidents.

			Intrapersonal	Accidents due to Personal Factors
Spearman's Rho	Intrapersonal	Correlation Coefficient	1.000	-0.584
		Sig. (2-tailed)	.	0.000
		N	70	70
	Accidents due to Personal Factors	Correlation Coefficient	-0.584	1.000
		Sig. (2-tailed)	0.000	.
		N	70	70

Source: Prepared by the author.

Table 4 shows the correlation between the adaptability component and workplace accidents. The results demonstrate a significant relationship with a bilateral significance of  $0.000 < 0.05$  and a value of  $\rho = -0.52$ . This negative average correlation between the adaptability component and workplace accidents suggests an inverse relationship. In other words, the lower the level of the adaptability component, the higher the number of workplace accidents. These findings support the alternative hypothesis that the adaptability component is significantly related to workplace accidents.

#### Specific Hypothesis 4

Table 6 examines the correlation between the stress management component and workplace accidents to determine if a significant relationship exists between them.

$H_0$ : The stress management component is not significantly related to workplace accidents.

$H_1$ : The stress management component is significantly related to workplace accidents.

Alpha error: 0.05

Table 6 shows the correlation between the stress management component and workplace accidents. The results demonstrate a significant relationship

with a bilateral significance of  $0.000 < 0.05$  and a value of  $\rho = -0.59$ . This negative average correlation between the stress management component and workplace accidents suggests an inverse relationship. In other words, the lower the level of the stress management component, the higher the number of workplace accidents. These findings support the alternative hypothesis that the stress management component is significantly related to workplace accidents.

#### Specific Hypothesis 5

Table 7 examines the correlation between the general mood component and workplace accidents to determine if a significant relationship exists between them.

$H_0$ : The general mood component is not significantly related to workplace accidents.

$H_1$ : The general mood component is significantly related to workplace accidents.

Alpha error: 0.05

Table 7 shows the correlation between the general mood component and workplace accidents. The results demonstrate a significant relationship with a bilateral significance of  $0.000 < 0.05$  and a value of  $\rho = -0.52$ . This negative average correlation be-

**Table 4.** Results of the Correlation Between the Interpersonal Component and Workplace Accidents.

			Interpersonal	Accidents due to Personal Factors
Spearman's Rho	Interpersonal	Correlation Coefficient	1.000	-0.553
		Sig. (2-tailed)	.	0.000
		N	70	70
	Accidents due to Personal Factors	Correlation Coefficient	-0.553	1.000
		Sig. (2-tailed)	0.000	.
		N	70	70

Source: Prepared by the author.

**Table 5.** Results of the Correlation Between the Adaptability Component and Workplace Accidents.

			Adaptability	Accidents due to Personal Factors
Spearman's Rho	Adaptability	Correlation Coefficient	1.000	-0.525
		Sig. (2-tailed)	.	0.000
		N	70	70
	Accidents due to Personal Factors	Correlation Coefficient	-0.525	1.000
		Sig. (2-tailed)	0.000	.
		N	70	70

Source: Prepared by the author.



tween the general mood component and workplace accidents suggests an inverse relationship. In other words, the lower the level of the general mood component, the higher the number of workplace accidents. These findings support the alternative hypothesis that the general mood component is significantly related to workplace accidents.

### Specific Hypothesis 6

In Table 8, it will be determined whether the primary personal factor responsible for the highest number of workplace accidents in the financial entity during 2019 is the failure to comply with the procedures, safety standards, or safety regulations established.

H<sub>0</sub>: Failure to comply with the procedures, safety standards, or safety regulations established is not the primary personal factor responsible for the highest number of workplace accidents in the financial entity during 2019.

H<sub>1</sub>: Failure to comply with the procedures, safety standards, or safety regulations established is the primary personal factor responsible for the highest number of workplace accidents in the financial entity during 2019.

Alpha error: 0.05

### Interpretation of Results

Table 8 displays the personal factors that contributed to the occurrence of workplace accidents. The results indicate that the primary factor responsible for the highest number of accidents was non-compliance with norms, procedures, and standards in the financial entity, accounting for 74.3% of accidents. Exposing oneself unnecessarily to danger and inadequate use or non-use of personal protection equipment were secondary factors and accounted for 24.3% and 1.4% of accidents, respectively.

### DISCUSSION

The presented statistical data support the hypothesis that emotional intelligence has a significant relationship with workplace accidents among employees of a financial institution. The relationship between emotional intelligence and workplace accidents is inversely proportional; the lower the emotional intelligence, the higher the number of workplace accidents due to personal factors. However, it is important to note that low emotional intelligence would not be the primary cause of work accidents in the financial institution, as per the results obtained ( $\rho = -0.51$ ). On average, the correlation between both variables is negative.

**Table 6.** Results of the Correlation Between the Stress Management Component and Workplace Accidents.

			Stress Management	Accidents due to Personal Factors
Spearman's Rho	Stress Management	Correlation Coefficient	1.000	-0.596
		Sig. (2-tailed)	.	0.000
		N	70	70
	Accidents due to Personal Factors	Correlation Coefficient	-0.596	1.000
		Sig. (2-tailed)	0.000	.
		N	70	70

Source: Prepared by the author.

**Table 7.** Results of the Correlation Between the General Mood Component and Workplace Accidents.

			General Mood	Accidents due to Personal Factors
Spearman's Rho	General Mood	Correlation Coefficient	1.000	-0.525
		Sig. (2-tailed)	.	0.000
		N	70	70
	Accidents due to Personal Factors	Correlation Coefficient	-0.525	1.000
		Sig. (2-tailed)	0.000	.
		N	70	70

Source: Prepared by the author.

There has not been much research conducted in our country regarding the relationship between emotional intelligence and workplace accidents. However, the study conducted by Del Rosario (2021) reinforces the findings of the present research.

Emotional intelligence has been found to significantly impact the occurrence of workplace accidents. The study found that work accidents were significantly correlated with each of the five components of emotional intelligence: intrapersonal ( $-0.58$ ), interpersonal ( $-0.55$ ), adaptability ( $-0.52$ ), stress management ( $-0.59$ ), and mood ( $-0.52$ ). These results indicate that there is a significant and inverse correlation between emotional intelligence components and workplace accidents.

The number of workplace accidents in the financial entity has been increasing year by year. From 2016 to 2017, there was a 26% increase, from 2017 to 2018 a 31% increase, and from 2018 to 2019 a 55% increase. The research reveals that the low emotional intelligence levels of employees are among the reasons for this increase. Specifically, 67.1% of workers had a low level of emotional intelligence, while only 32.9% had a medium level. These results suggest that workers with low emotional intelligence are more prone to workplace accidents.

*A pesar de la importancia que tienen los conocimientos, la experiencia y el coeficiente intelectual, son las competencias emocionales las que determinan resultados superiores en el ámbito profesional. Cuanto más complejo sea un trabajo, mayor es la importancia de la inteligencia emocional, aunque solo sea porque su deficiencia puede obstaculizar el uso de la experiencia o la inteligencia técnica que tenga la persona [Although knowledge, experience, and IQ are important, emotional competencies are crucial for superior performance in the workplace. The more complex a job is, the more important emotional intelligence becomes. A lack of emotional intelligence can hinder the use of a person's experience or technical intelligence, making it difficult to excel in their role]. (Guillén (2010), as cited in Duque, 2012, pp. 161-162)*

To address this issue, it is recommended that current strategies be redirected towards improving the emotional intelligence levels of employees, as well as identifying other causes of workplace accidents. The research also showed that ineffective leadership by agency leaders was a contributing factor to workplace accidents. Moreover, 74.3% of accidents were due to employees not following established norms, procedures, and standards, while 24.3% were due to employees being unnecessarily exposed to danger. Only 1.4% of accidents were due to employees not using personal protective equipment. Therefore, the company does not monitor employee actions to ensure compliance with organizational standards to prevent workplace accidents.

## CONCLUSIONS

- It has been found that there is a significant average negative correlation between emotional intelligence and workplace accidents among employees of a financial entity in 2019. The study revealed that low levels of emotional intelligence result in a greater number of workplace accidents due to non-compliance with established norms, procedures, and safety standards, unnecessary exposure to danger, and inadequate use or non-use of personal protective equipment.
- There is a significant average negative correlation between workplace accidents and the intrapersonal component, with a correlation coefficient of  $-0.58$ . This means that the lower the level of the intrapersonal component, which includes assertiveness, self-regard, emotional self-awareness, independence, and self-actualization, the higher the number of workplace accidents.
- There is a significant average negative correlation between workplace accidents and the interpersonal component, with a correlation coefficient of  $-0.55$ . This means that the lower the level of the interpersonal component, which includes empathy, interpersonal relationships, and social responsibility, the higher the number of workplace accidents.

**Table 8.** Personal Factors.

Personal Factors	f	%
Non-compliance with norms, procedures, and standards in the financial entity	52	74.3
Inadequate use or non-use of PPE	1	1.4
Exposing oneself unnecessarily to danger	17	24.3
Total	70	100.0

Source: Prepared by the author.

- There is a significant average negative correlation between workplace accidents and the adaptability component, with a correlation coefficient of  $-0.52$ . This means that the lower the level of the adaptability component, which includes problem-solving and flexibility, the higher the number of workplace accidents.
- There is a significant average negative correlation between workplace accidents and the intrapersonal component, with a correlation coefficient of  $-0.58$ . This means that the lower the level of the intrapersonal component, which includes assertiveness, self-regard, emotional self-awareness, independence, and self-actualization, the higher the number of workplace accidents.
- There is a significant average negative correlation between workplace accidents and the stress management component, with a correlation coefficient of  $-0.59$ . This means that the lower the level of the stress management component, which includes stress tolerance and impulse control, the higher the number of workplace accidents.
- There is a significant average negative correlation between workplace accidents and the general mood component, with a correlation coefficient of  $-0.52$ . This means that the lower the level of the general mood component, which includes happiness and optimism, the higher the number of workplace accidents.
- The study also identified the personal factors that caused workplace accidents in the financial institution studied. Not complying with norms, procedures, and/or standards in the financial institution was found to be the primary factor, representing 74.3% of workplace accidents; exposing oneself unnecessarily to danger was the second factor, 24.3%; and the inadequate use or non-use of personal protective equipment represented only 1.4%.

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