



# Psychological-Occupational Profile and Labor Competencies of the Pollster's Field Network of the Center of Social Research ICRT, La Habana

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## Abstract

**Introduction:** A psychological-occupational profile is a guide that allows to know which are the common tendencies of the personality and the necessary characteristics that a person must have to request a position, in our case as a pollster. The study of the competences refers to the behaviors that the worker must show, the skills and knowledge for a superior performance in his job. **Objective:** To conform a psychological-occupational profile, considering the labor competencies, of the pollster of the field network of the CIS-ICRT. **Methods:** The study was conducted with 17 interviewers with more than 5 months of permanence in the position and an adequate work performance. Various techniques were used, such as the semi-structured interview, the Cleaver, the flow diagram, the Mini Delphi method and the Likert scale of orientation type A or B of the personality. **Results:** The pollster must be a gentle person. He must also be open, persuasive, sociable, generally optimistic. Possess a high degree of social adaptability, great contact skills and a high degree of goodwill and teamwork, ability to earn respect and trust. **Conclusions:** The psychological-occupational profile carried out provides some necessary requirements to achieve an effective performance in the position of pollster and contribute to the achievement of the objectives of the organization.

**Keywords:** Interviewer; Psychological-occupational Profile; Labor competencies.

## 1. Introduction

Based on the fluctuation of the interviewers or/and pollster of the Center of Social Research ICRT, RTV Comercial, field network, it has been identified that a great deal of rigor must be exercised in the selection, maintenance and strengthening of the network, since out of a total of 107 people who have been captured, 76 have caused casualties, this figure is significantly high that has a negative impact from the point of view of human, financial and time. For this reason, the Redes de Campo group considered it important to carry out a descriptive study with a mixed approach (quantitative and qualitative), which helps the design of a psychological-occupational profile, considering labor competencies, in interviewers who have more than five months of permanence in the position with an acceptable performance and quality work, with a view to achieving greater stability of the personnel that works in the tasks of field work, and that the work performed is successful, as well as perfecting, organizing and controlling the operation of the work of the field networks.

In order to successfully carry out the fieldwork, phase of the research process where the primary, reliable and timely data is captured and the methodology is validated, a rigorous process of selection and training of the survey staff must be carried out. The interviewer is an essential collaborator in the companies, is the person empowered to carry out a survey or interview, that is, the one that participates in the collection of data for research and the realization of socioeconomic, cultural studies, opinion polls or others. The effectiveness of their work depends on obtaining certain data that really describes the phenomenon under study.

It is for this reason that there is a need to perform a psychological-occupational profile to know what are the necessary characteristics that a person must have to be selected as a surveyor; followed by the competences that refer to the behaviors that the worker must show, the skills and knowledge for a superior performance in their job in relation to the labor requirements requested by the center, and thus contribute to the achievement of the objectives of the organization.

It must be borne in mind that the profiles only constitute an instrument that establishes consultation indicators for the professional, a guide to guide the work and decision-making regarding the personnel to be hired, a tool for the optimization of the work of the job position. They should be used with caution as it has been shown that personality characteristics are determined by multiple factors, such as age, sex, social and cultural context that surrounds the individual, among others, and may vary over time.

Therefore, in this study only common personality trends of interviewed interviewers are observed, which may differ with the characteristics of other interviewers in the same network of work and with those of other people who are hired later.

## **2. Methods**

The research was based on a quantitative methodological approach and was of an exploratory-descriptive nature. This investigation was updated in the second semester of the year 2017.

The general purpose of the study is to conform a psychological-occupational profile, considering the labor competencies, of the surveyors of the field network of the CIS-ICRT, with more than 5 months of permanence in the position.

Also we have some specific objectives like: Describe the psychological and behavioral characteristics of the interviewers with more than 5 months of permanence in the position; Determine psychological elements that contribute to the selection process of the interviewers and the work demands demanded by the activity; and identify the labor competencies necessary for a good job performance.

### **2.1. Description of the Sample**

The sample consists of 17 interviewers (previously this was 19 people but two caused low), of them 4 are men and 13 women, with a level of education of medium and higher level technician; The average age is 52 years. All the surveyors were considered fixed and active, with more than 5 months of permanence in the position.

### **2.2. Methods and Techniques**

Semistructured interview: the semi-structured character was given by the fact that a question guide was used that could be modified according to the communicative characteristics of the interlocutor and the information provided, so that new clarifying questions of certain relevant aspects could appear. Space was left for the interviewers to make known their suggestions, concerns, opinions and points of view. For these reasons, this technique was one of the main instruments used.

Cleaver: offers a complete description of the personality of the individual, emphasizing their ability to perform different social tasks, their ability to interact with other people and interact with them. It makes a forecast of the way in which the individual reacts to certain circumstances and also of their typical reactions and attitudes under pressure situations.

To perform the assessment is based on four scales that are calculated from the self-description of the person: push, social influence, perseverance and moral values.

This test consists of a table of questions in which the respondent answers which of the characteristics mentioned in each block is with which he identifies more and with which less.

Flow diagram: allows to know and characterize the three types of work demands from the analysis of working conditions. With the type I requirement, the goal or final objective of the activity is known. With the type II requirement access to the physical and mental actions that the activity demands. With the type III requirement, we begin to know the qualities necessary for the proper performance of the work activity, which with a subsequent analysis of these would be grouped into more general competences.

Mini Delphi: was carried out to determine the skills necessary to succeed in the job.

Likert scale, orientation type A or B: allows to assess the personality types that can influence the workplace.

In addition to the previous techniques, the technique of completing the phrase "In my work I feel ..." was applied, in order to evaluate and know the job satisfaction experienced by the worker, in order to answer some specific questions of the investigation or confirm the hypotheses that emerged in the same qualitative research process.

### **2.3. Procedure for the Registration and Analysis of Information**

After defining the topic of the investigation, we proceeded to search for information, for which both national and international bibliography was consulted, which allowed us to know the different studies related to the topic of psychological profiles.

The objectives of the research and the techniques that were used to progressively access the information were defined from the bibliographic review.

Once the sample was determined, the techniques were applied, all the participants were explained the objective pursued with this research, the usefulness and characteristics of the study, as well as the importance of their cooperation and the need to be open and honest in giving your criteria

During all the time in which the research was developed, data was collected through observation, elements that allowed to deepen the behavioral description.

The fundamental strategies for gathering information that were followed in this study were the analysis of the demographic data, the Cleaver, the Mini Delphi, the interviews (the latter also allowed for the flow diagram of work activity), and the other techniques applied.

For the processing of demographic data we worked with a SPSS template.

For the interpretation of the Cleaver, the answers corresponding to the series of questions that make up each scale were added. With these results, each of the four analytical parameters or critical areas were plotted, so that the situation in a profile integrated by the values of the four scales became evident. The graphs of "normal conditions" were considered to know the behavior of people in normal work situations; the graph of "motivation" to determine the working conditions in which the interviewee will give the best results; and the graph "pressure" to show the areas of opportunity of the interviewee and their behavior in situations under pressure.

In relation to the Mini Delphi method, a survey was first presented with a list of job competencies for the study of the position, where they had to ask if they agreed or not with these and add those they considered necessary. At another time they ordered the competitions according to the importance that they pondered each of them.

Subsequently, the design of the psychological-occupational profile of the interviewers was carried out, that of labor competencies, and then the report of the investigation, which contemplated not only the results of the study but also the way in which it was carried out. Once the study was finished, the results were submitted to the general revision of the specialist, and then the autor carry out a proposal of techniques to apply like, make an interview guide for the selection of interviewers and a psychological techniques for the selection of personnel; make a brief tutorial with the sequence for the application and propose a plan of measures.

### **3. Analysis of the Results**

#### **3.1. Analysis of Demographic Data**

##### **3.1.1. Age**

In relation to the data obtained, the center does not have as a base an established age for the interviewers, only to be of legal age, before which the age of the interviewers ranges from 20 to 69 years (longer worker). However, the number of people older than 30 years has a higher frequency of appearance than those of less age (in the sample there is only one worker who is 19 years old), which represents 94.15% of the interviewers consulted. The average age of men and women is 52 years; The age range of the respondents ranges from 43-69 years.

The information collected regarding the fulfillment of the activities and the performance of the work does not vary with age, but depends on the motivation, communication and exchange needs, physical resistance and training of the staff.

Regarding the maintenance and rotation in the network if differences were found, the fluctuation of young people is greater due to the existence of different aspirations, expectations and future projects; these planted that they wanted to have another job in which they received greater economic remuneration and where they carried out more important tasks. The older people are the ones who stay longer at work, because they have more experience in dealing with other people, and that usually their personal aspirations revolve around satisfying the needs related to their family, housing and better quality of life.

The rotation is lower in relation to seniority, the older and older the person the rotation is lower. As well as age increases there is more experience and job training.

In all cases there was a coincidence in the statements that this work constitutes for them a source of more income, and that in general they feel fairly satisfied with the work they do despite various concerns and dissatisfactions (see p. 24), which is necessary to channel as much as possible to maintain the stability of the network.

##### **3.1.2. Gender**

With regard to compliance with work and satisfaction, there are no gender differences, but there is a predominance of female respondents, with a representation of 76.5% of the sample. This may be related to a small increase in the economic income that this work provides and it is usually the women who are aware of the satisfaction of basic needs, first order at home, say those of food and hygiene, to which the care of the children is included. In addition, this position is characterized by a greater permanence of the worker in the house, because it has the possibility of being able to be carried out without the physical presence of this in the workplace; so that women have more time to play the role they usually assume.

##### **3.1.3. School level**

The level of schooling varies between technical medium, twelfth grade or higher level. In general, people over 30 years old are graduates of the average technician, of which six are women, representing 35.3%, and the rest of the people are university students, which represents 58.8%.

In relation to the level of schooling there are no differences in terms of work performance and compliance with activities. However, higher education makes it easier for people to work because they have a better diction and communicative skills, easier to establish interpersonal relationships, persuade respondents to cooperate, stay calm and put themselves in the place of others. . These are the ones that generally occupy the position of pollster-facilitator (nine were interviewed) for their ability to lead and their high degree of adaptability, ability to contact, goodwill and initiatives.

The pollster-facilitator, in addition to exercising his function as a pollster, is responsible for serving as a link between the different municipalities and the CIS. Their job is to make the pollsters of the municipalities that serve the empty models and questionnaires needed to carry out the fieldwork and return the full ones to the CIS. This will also deal with the transfer of any other communication or material deemed appropriate.

On the other hand, people with a higher level have an adequate IQ, most of which obtained a score higher than the average in the Reaven test, which represents 58.8%. Only one person achieved a grade lower than the average, the pre-university level of 19 years, which can be justified because the Reaven is a psychological technique that for its complexity and level of abstract thinking is advisable to apply to university students.

The pollsters, in general, in the entrance exam achieved scores higher than 80 points; the average was 85 points.

### **3.2. Employment Relationship**

The employment relationship of the interviewers influences the permanence in the work; most of the people surveyed do not have a working relationship, which represents 76.5% of the sample; Only four women over 30 are working at these times, and only one person is studying.

Many of the older subjects are retired and seek in this work a space where they feel useful, that their personal and professional effort is recognized by society, their bosses and workers of the center. This is an indicator that influences that they are the ones who stay longer at work.

### **3.3. Psychological-Occupational Profile of the Interviewers**

The interviewed interviewers gather a series of common personological characteristics that allow establishing a psychological-occupational profile to know what are the necessary requirements that a person must have for this position and achieve a successful performance in the work they do.

The pollster that makes up the field network should be a peaceful person who seeks peace and harmony. Humility must be a virtue that allows you to maneuver effectively in different situations of life. In addition it must gather a series of characteristics like:

Be discreet and modest, and rarely antagonize others. Prefer group situations and committees to individual initiative.

Know how to listen better than more active style people who are very busy trying to convince their points of view.

Possess a high degree of social adaptability, great contact skills and a high degree of goodwill and teamwork, ability to earn respect and trust. Be peaceful and adapt to situations in order to avoid antagonisms.

It must tend to act in a careful and responsible manner, as well as sharing responsibility. Be systematic in your work, try to follow methods, do things as well as possible and look for accuracy. This person requires freedom of control and details.

He must also be a calm and indirect person in his approach in most situations; Let him deliberate before acting and carefully calculate to avoid problems, conflicts and obstacles.

He must respond peacefully to the antagonistic circumstances, be considered patient, calm and reflective. Although you can change sides in a discussion without noticing their inconsistency, it can act under emotional impulses.

As it should be: open, persuasive, sociable, generally optimistic, you can see something good in any situation. Willing to help others to promote their projects, as well as their own in this way, people will tend to respond in a natural way. It must be part of organizations and be identified with the work center to which it belongs.

On the other hand, he must know how to work well as a member of a team and can combine his efforts with others, showing rhythm and ease. You can do routine work (does not mean low level).

Knowing how to relate easily with people, being serene. Demonstrate the cordiality of a prolonged friendship from the first moment, establishing intimate relationships at the moment of being presented with another person.

In relation to the interviewer-facilitator must be flexible, variable and active, this person puts things in motion. New places should be considered pleasant, although they should have the capacity to stay in the same place as long as there are activities.

Other characteristics that should stand out in the interviewer-facilitator is the variability in their thinking and action; He should like to get ahead, reflect his affinity for variety. This will require tasks of motivating the person, establishing a wide range of contact and not doing the same things for a long time. He must be a generalist, not a specialist and willingly accept unstructured situations.

The pollster under pressure will tend to:

-To give greater importance to popularity than to tangible results

-Overact

-Act emotionally

-Show insecurity in your conclusions

-Take decisions based on superficial analysis

-Tends to make personal appreciations of people (subjective)

-Not be attentive to details

-Confidence in people without distinction

-Have difficulty in planning and controlling your use of time

-Avoid differences of opinion (controversies)

-Difficulty solving problems

-Become discouraged

-Avoidance of responsibilities

-Be defensive

-In situations of change tends to be unwary

-Be dependent

-Be a conservative

These people generally have a great interest in people and want to:

- Popularity-social recognition

- Monetary rewards to maintain their rhythm of life

- Freedom of words and people with whom to speak

- Facilities of work
- Democratic relationships
- Freedom of control and detail
- Identification with the company

For your motivation you will need:

- Control of your free time
- Emphasis on the utility of the company
- Less idealist
- A democratic supervisor with whom you can associate
- Present it with influential people
- Emotional control
- Performance control per project
- Financial personal administration
- Strict supervision and with fewer mistakes

There are also pollsters who have a high degree of attachment and want to:

- Standardized operating procedures
- Limit in the degree of exposure to other environments
- Security
- Reference
- Reaffirmation
- Be part of a group
- Personal attention
- Little responsibility
- Persons at your service

And these for your motivation will need:

- Precision work
- Planning and more confidence
- More angle and greater perspective in their approaches
- Arguments that refute
- Support in difficult situations
- Participation of team
- Recompensation in terms of fixed things
- Exact description of the work
- Presentation of people
- Help to be more independent
- Respect yourself

These people, in general, are characterized by having a low degree of ownership and also want to:

- Paz and protection
- Predictable environment and secure future
- A leader to follow
- A plan that understands
- Methods
- Time to think

They will also need:

- Clear tasks
- Sanciones by your boss or the manual
- Help on new or difficult tasks
- A way to say no
- Technics and tools to manage conflicts
- A participatory climate (groups and committees)
- Recognition for the price paid for performing
- Methods to translate ideas into actions.

The orientation of the personality that predominates in the interviewers and is necessary for the position is of a mixed type, which coincides with the characteristics described previously.

In short, it can be said that the interviewer must be a sociable person to adequately address people and thereby obtain a positive attitude that achieves the full collaboration of the respondent, despite the rush that may have and their distrust in providing information. The ease of speech is equally essential in him, however, it is not enough to know how to transmit the message, it is also necessary to know how to say it kindly and at the appropriate time.

These people should also have a good personal presence and adequate formal education, ease of conversation with different people, ease to interpret and comply with the instructions, ability to quickly and correctly assess people and situations and be agile in thinking, have an extroverted character and be sympathetic and optimistic towards human beings, as well as rectitude, honesty and seriousness.

### 3.4. Analysis of the Flow Diagram

From the flow chart, the three types of work demands were characterized through the analysis of the working conditions that were identified in the interviews. Regarding the type I requirement, it could be determined that the goal or final objective of the activity is the application of techniques for the collection of information; The task of the interviewer is not easy because in a short time he must capture a significant amount of information that guarantees completeness, in addition to being true and accurate. Corresponding to this, the type II requirements that are the actions or functions of the physical and mental activity are derived. Some of them are to move to the indicated places, look for the respondents, make an intermediate visit, ensure that there is no fraud in the survey, collect surveys in good condition, verify their correct and complete registration, treat the respondent correctly. To perform these functions certain qualities are required, which constitute the type III requirements. These include communicative skills, ability for interpersonal relationships, kindness, physical resistance, discipline, among others.

### 3.5. Analysis of the Mini Delphi Method

With this method it was found what the competences are, that is, knowledge, skills, attitudes that favor a good performance in the work activity and success in it. All the interviewees agreed with most of the competency list presented and included some competences such as: sense of belonging, control, seriousness, command of the language and spelling, being tolerant. The coefficient of agreement was equal to 98%, so all competences were considered valid.

### 3.6. Competency Profile Design

Designation of position or position of work: Encuestador/Pollster	
Department to which it belongs: Field Networks	
Mission of the position or position of work: Apply quantitative techniques for the collection of information.	
Competencies of the position or position:	
1. Discipline	11. Ability for interpersonal relationships
2. Responsibility	12. Search for excellence
3. Honesty and seriousness	13. Ability to work in a team
4. Respectful attitude	14. Positivism and optimism
5. Communicative skill	15. Flexibility
6. Motivation	16. Enthusiasm
7. Self control	17. Empathy
8. Ethics	18. Initiative
9. Ability to learn	19. Agility
10. Social adaptability	20. Put yourself in the place of another
Requirements or requirements of the position or position of work:	
<ul style="list-style-type: none"> <li>• Minimum required training: medium level (12th grade or pre-university level) or higher level.</li> <li>• Previous experience: minimum, training seminar</li> </ul>	
Profiles of the competences:	
<b>1. Definition of competence Discipline</b>	
It is the ability to carry out the work in compliance with established norms and procedures.	
Dimensions of the competencies	Descriptive behavior
Técnica (Saber hacer)	-Guide by existing rules and procedures.
<b>2. Definition of competence Responsibility</b>	
It refers to commitment, to a high sense of duty, to the fulfillment of obligations in different situations of life.	
Dimensions of the competencies	Descriptive behavior
Technique (Knowing how to do) and Attitudinal or personological (being able to do)	-Assume the possible consequences of their actions. -They always strive to give more than what is asked of them.
<b>3. Definition of competence Honesty and seriousness</b>	
Behavior based on socially accepted moral behaviors, having rectitude of mind, integrity in acting. Act in a real, true and sincere way.	
Dimensions of the competencies	Descriptive behavior
Cognitive (Knowing) and Technique (Knowing how to do)	-Do not commit fraud, or cheat. -It is sincere. -Do not act with dissimulation or duplicity.
<b>4. Definition of competence Respectful Attitude</b>	
Attitude that consists in not going against something. Show respect for something and for others.	
Dimensions of the competencies	Descriptive behavior
Actitudinal or personological (to be able to do)	-Shows consideration, attention, manifestations of courtesy.
<b>5. Definition of competence Communicative skill</b>	
It is the ability to achieve success in tasks that require some degree of communication.	
Dimensions of the competencies	Descriptive behavior
Dimensions of the competencies	Descriptive behavior

Technique (Knowing how to do) and Attitudinal or personological (Knowing how to be and being able to do)	-Dominates the techniques of verbal and non-verbal communication, managing to adapt immediately to any type of audience and fully complying with its objective. -He is shown as a good listener and as an excellent conversationalist, being equally effective when he seeks to convince others about the benefits of his own idea as achieving the consensus of others before a proposal given by others and that he has been entrusted with communicating.
<b>6. Definition of competence Motivation</b> It is the ability to positively face the different situations that arise. It is identified with your institution.	
Dimensions of the competencies	Descriptive behavior
Attitudinal or personological (Knowing how to be, wanting to do and being able to do) and Technique (knowing how to do it)	-- Supports, encourages and models people who are close to their positivism. -It adapts easily to the changes in your environment and to the different situations in which you must develop. -It is a person who identifies with what he does and encourages others to do so too.
<b>7. Definition of competence Self-control</b> It is a capacity that allows the subject to be calm and calm in situations that involve a high degree of emotional tension. This attitude has been developed with the use of emotional control techniques and his experience in those moments.	
Dimensions of the competencies	Descriptive behavior
Actitudinal or personological (able to do)	-Keep calm -Do not fall prey to emotional outbursts or give in to the provocations you may receive in such situation, being your response oriented towards calm and understanding with the interlocutors.
<b>8. Definition of competence Ethics</b> It is the internalization of norms and principles that make the individual responsible for their own well-being and that of others, through behavior based on socially accepted moral behaviors, in order to behave accordingly with them.	
Dimensions of the competencies	Descriptive behavior
Cognitive (Knowing) and Technique (Knowing how to do)	-He has an unblemished reputation and background. -It is correct in his performances. -The primacy of the collective good over particular interests has been clearly defined.
<b>9. Definition of competence Ability to learn</b> It refers to the ability to acquire and assimilate new knowledge and skills and use them in work practice.	
Dimensions of the competencies	Descriptive behavior
Cognitive (Know) Technique (Knowing how to do) and Attitudinal or personological (being able to do)	-Capture and easily assimilate concepts and information. -Do some type of study regularly. -Has a permanent attitude of learning and investigative spirit. -The knowledge that you have adds value to your work.
<b>10. Definition of competence Social adaptability</b> It is the ability to face new situations without diminishing the level of performance that it maintains in conditions of stability. Presents an open position in the face of new situations and seeks updated information to keep abreast of the latest innovations, so that they do not take you by surprise.	
Dimensions of the competencies	Descriptive behavior
Actitudinal or personological (Knowing how to be and being able to do)	-Rotation of work functions -Help others to adjust quickly -Inside the situation as a way to demonstrate your abilities of tolerance of instability and as an opportunity to contribute to the improvement of work
<b>11. Definition of competence Ability for interpersonal relationships</b> It is the ability to relate in an open and friendly way with other people.	
Dimensions of the competencies	Descriptive behavior
Cognitive (Knowing) and Actitudinal or personological (wanting to do and being able to do)	--It knows how to recognize your own feelings and motivations as well as those of others. -Can interpret non-verbal language and use it to

	<p>improve the relationship, without making subjective judgments.</p> <p>-It shows willingness to help and establishes sincere dialogues that allow the expression of both parties involved reaching satisfactory agreements.</p>
<p><b>12. Definition of the competence Search for excellence</b> It is the commitment to things well done and the desire to improve more and more.</p>	
Dimensions of the competencies	Descriptive behavior
Attitudinal or personological (wanting to do)	<p>-He does his work better every day, even if he has to take on more work.</p> <p>-It is not satisfied with things as they are and seeks to improve them.</p> <p>-Do not accept mediocrity.</p>
<p><b>13. Definition of competence Skill for teamwork</b> It is the ability to function satisfactorily and successfully within a group.</p>	
Dimensions of the competencies	Descriptive behavior
Technique (Knowing how to do) and Attitudinal or personological (being able to do)	<p>-It manages to communicate his ideas clearly and integrate the divergences within it.</p> <p>-It is able to identify their skills and those of their colleagues in order to optimize resources to meet group objectives and obtain continuous improvement.</p> <p>-Can summon, promote and monitor office, area and customer teams, achieving integration among them.</p> <p>-It is dynamic, flexible and constant.</p> <p>- Provide valuable ideas.</p>
<p><b>14. Definition of competence Positivism and optimism</b> It is the set of thoughts that are related to confidence in the success of a job, an idea or a task.</p>	
Dimensions of the competencies	Descriptive behavior
Attitudinal or personological (Knowing how to be, wanting to do and being able to do)	<p>- Always see the favorable aspect of situations.</p> <p>-Face all situations with realism and do not give up easily.</p>
<p><b>15. Definition of competence Flexibility</b> It is the willingness to change the focus or way of conceiving reality, looking for a better way of doing things.</p>	
Dimensions of the competencies	Descriptive behavior
Attitudinal or personological (wanting to do and being able to do)	<p>- He is not stubborn, nor rigid in his way of thinking or acting.</p> <p>-Identify clearly when it is necessary to change and they do so.</p> <p>-Adopt different positions in order to find more efficient solutions.</p>
<p><b>16. Definition of competence Enthusiasm</b> It is the energy and the disposition that you have to perform a particular task. It is the inspiration that leads to achieving what is desired.</p>	
Dimensions of the competencies	Descriptive behavior
Attitudinal or personological (wanting to do)	<p>-Wants what he does and does not do what he wants.</p> <p>-It feels driven to achieve what is proposed.</p>
<p><b>17. Definition of competence Empathy</b> Establish a rapport with the client and maintain an affective climate in the treatment of the same and the workers.</p>	
Dimensions of the competencies	Descriptive behavior
Attitudinal or personological (wanting to do and being able to do)	<p>- Interchange with the encuestados</p> <p>- Coordinates work activities with colleagues.</p> <p>-Accepts the possible recommendations of the respondent about the work performed.</p>
<p><b>18. Definition of the competence Initiative</b> It is the ability to anticipate development opportunities before they arise and take risks to obtain the best result.</p>	
Dimensions of the competencies	Descriptive behavior
Cognitive (Knowing) Technique (Knowing how to do)	<p>-It is a person who does not fear the unknown and makes important decisions for the organization without waiting to receive orders.</p> <p>- Knows very well their work environment, the resources they have and their own abilities, to achieve the proposed objectives.</p>



<b>19. Definition of competence Agility</b> Make agile, quickly the development of a process or the realization of something.	
Dimensions of the competencies	Descriptive behavior
Actitudinal or personological (able to do)	-It is capable of quickly and correctly assessing people and situations. -It is agile of thought and ingenious to give adequate answers or to know what is the opportune moment for a withdrawal.
<b>20. Definition of competence Putting yourself in the place of the other:</b> It is the ability to be sensitive to the feelings of other people.	
Dimensions of the competencies	Descriptive behavior
Attitudinal or personological (able to do)	-It is able to understand and understand the problems of the respondents. - Try to put yourself in situations of this to understand the problems.

## 4. Conclusions

In this work a psychological profile was made that allows to know the necessary characteristics that a person must have to be selected for the position of pollster, that is, some requirements necessary to achieve an effective performance, and together with the labor competencies contribute to the achievement of the objectives of the organization.

- A pollster requires a group of intellectual and cultural skills such as good spelling, good diction, communicative skills and good memory; as well as having completed secondary or higher education.
- Many physical skills are not necessary, but they have a good state of health and physical resistance because you have to travel to the places indicated, usually on foot, and travel long distances in search of the respondents, on weekends and other days, sometimes in unfavorable natural conditions.
- You need a personality type that is efficient, adheres to the rules, that has a high degree of social adaptability, great contact and teamwork, ability to earn respect and trust, good will, that is kind, quiet , open.
- A person who is responsible, trustworthy and honest, who does not commit fraud, who is able to establish interpersonal relationships is required; as well as persuading respondents to cooperate, stay calm and put themselves in the place of others.
- Other attributes that are necessary for the correct performance of a pollster is to maintain a good personal presence, extroverted and friendly character, appearance and manners that demonstrate formal education, observation impartiality and to express opinions, ability to quickly and correctly assess people and the situations, be agile of thought to give adequate answers or know what is the opportune moment for a withdrawal.
- Regarding work performance, compliance with activities and job satisfaction there is no difference in relation to age, gender and school level.
- In the maintenance and rotation in the network if differences were found, the fluctuation of young people, due to the existence of different aspirations, expectations and future projects, is greater than that of the older interviewers.
- The older interviewers are more stable in their work because they usually do not have a working relationship or are retired, so they have fewer aspirations in the professional field, in addition to having more experience and training in this work because they are the oldest in the position.

### 4.1. Proposed Plan of Measures

- Disseminate the work of the pollsters through various means of mass communication, as well as the importance of the population cooperating with them.
- Carry out systematic meetings with the interviewers to hear their suggestions and concerns, give them answers and channel as many as possible.
- Increase the attention to the interviewers in relation to the labor problems they present, to strengthen the relationship with the worker.
- Implement extra-work activities that promote the development of motivation, as well as the initiative in the performance of the position.
- Require the enumerators to correctly write the directions in the roadmap to avoid a smaller margin of error in supervision; and supervisors who supervise correctly, that is, interview the person who was actually surveyed, not any member of the family nucleus or neighbors.
- Remunerate the work done without it being dependent on third parties, respondents, or programming errors in the surveys.
- Make new more dynamic proposals for the collection of information from the systematic study of the audience, which are more feasible to respond.

- Modify the random route procedure, to avoid monotony, not leave personnel without polling and give the interviewers more freedom of action and flexibility.
- Establish an annual rest regime with the interviewers.
- Stimulate the interviewers according to their work performance, their skills and the quality of individual work.
- Increase the information that the facilitator transmits to the interviewer related to the behavior of the latter, the result and quality of the work, the performance and the recovery of the surveys.

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