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Organizational effects and labor behavior of domestic violence
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INTRODUCTION

Domestic violence—as a phenomenon can affect persons of any age, gender, social class or ethnic group (De Puy et al., 2015)—is a situation of much concern among different productive sectors of society. Gender violence, for its part, constitutes one of the most virulent manifestations of gender discrimination and it takes place in all countries, regardless of their level of development, in all situations, and in all productive sectors (Pérez del Río, 2007). Its physical and psychological effects are documented by different authors and routinely reported by diverse communication mediums (Martínez, 2010).

This research seeks to obtain valid information on gender violence at the workplace, identifying the most frequent manifestations and repercussions as well as the effect that this violence has on the productivity of the company where the individual works. The term domestic violence might sound odd when applied to the workplace environment; nevertheless, the reality is that domestic violence affects many, and the effects transcends to the business environment, unfortunately, in an ever-increasing trend. For this reason, the purpose of this work is to investigate the most relevant categories of the manifestation and organizational repercussions of domestic violence in small and medium customer service enterprises in Trujillo Alto – Puerto Rico.

In the entrepreneurial field, domestic violence, as a latent situation, is a very important topic, which has sparked the interest of the government and led it to consider mitigation tactics. Gender violence is thus a serious social problem that not only affects the victims and aggressors,

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[1] This article was awarded one of the best papers from CLADEA-2015 conference held in Viña del Mar (Chile).

but it also has a negative impact on the victim's family, community, and work contexts. Given that the victim and aggressor spend considerable time at work, the manifestations and effects of gender violence transcend the privacy of the home and they have negative repercussions in the workplace. This research is inspired by the lack of studies on the repercussions of domestic violence on customer service companies in Puerto Rico.

Firstly, this investigation is justified by the fact that over an eight-year period (from 2007 to 2014), there was an annual average of 16,810 victims of domestic violence in Puerto Rico. That is, police reports show that 0.5% of the Puerto Rican population presented some episode of domestic violence over these years. Secondly, this research is justified by an economic connotation, given that the consequences of domestic violence have negative repercussions on companies' expenses. According to Díaz (2013), the Compliance Office at the University of Puerto Rico, employers have to spend around 3 to 5 billion dollars yearly to deal with the effects of domestic violence, such as absenteeism, low productivity and constant replacement of employees to fill in those job positions. Lastly, it is justified by the fact that, as stated by the Mexican researcher Hernández-Pozo (2013), there are few studies in Latin America that focus on gender violence; a phenomenon that extends to all countries, affecting the victims with negative consequences on their health (Díaz, 2013).

In this paper, the first section focuses on the literature review on domestic violence and its repercussion in the workplace environment. This theoretical contribution enabled the creation of the survey for data collection; the second section corresponds to the methodology, where the statistical techniques are described; the third section discusses the analysis of the results, and the last section presents the most important conclusions.

LITERATURE REVIEW

Introduction to the theory on domestic violence

According to the theory discussed by Maqueira and Sánchez (1990) cited by Valdés-Santiago & Ruiz-Rodríguez (2009), domestic violence originates in a variety of cultural aspects related to the construction of the female and male identity. Culture has assigned different roles to each gender, which are marked by differences and gender exclusion for both males and females, as well as discriminatory values to femininity and masculinity. Another important theory by Dutton and Painter (1981) deals with traumatic union that affirms the power asymmetry between men (aggressors) and women (victims); this theory discusses the significant attachment between the victim and the aggressor, which shows the extreme nature of the good and bad treatment, as well as the temporal position of both extremes. Thus, the more abuse a woman receives, the more this deteriorates her self-esteem, leading her to become much more dependent on the aggressor, and, in turn, to interdependence. Another model is Walker's (1979, 1984) theory of the violence cycle, which states that the woman stays in the abusive situation due to the contingencies of reinforcement that are established by a cyclical pattern of interaction that is strengthened in time. This relational pattern consists of five phases: tension formation, tension release by the aggressor, victim's escape, aggressor's remorse, and finally back to the intimate relationship. Walker's (1979) theory discusses the cyclical pattern of the aggressor's violent conduct and how the cycle of domestic violence is characterized by structural, functional and process factors; this cycle occurs successively in three stages: tension stage, aggression stage and the regret and harmonious stage, cited by Ortíz & García (2004).

Domestic violence and its repercussions in the workplace have been extensively covered by previous publications. According to the protocol of government agencies in the Commonwealth of Puerto Rico, the *United States Women* report revealed that women are more

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likely to be attacked by their partner or ex-partner at the workplace than men. Oscategui (2014) states that 17% of the aggressors are the victim's partner or ex-partner, and 96% of the victims of domestic violence experience a decrease in their skills to perform their task at work due to their enduring abuse. In addition, in the United States, between 35% and 56% of the women victims of domestic violence are harassed at work by the person who abuses them. Oscategui (2014) points out that the most common forms of domestic violence in a woman's life (physical and psychological) are caused primarily by her partner rather than by strangers; the study reveals that domestic violence leads to severe consequences affecting the victim's health, and that one in every three women has been a victim of physical, emotional, and sexual violence in an intimate relationship. Another study also found that the victims' age range fell between 36 and 45, with a mean age of 33.5 years (Hernández, Angulo, Cabrera, Álvarez & Rodríguez, 2013); and both studies state that domestic violence affects the personal and professional lives of the employees. Such violence is detrimental for the company and in some extreme cases it is even dangerous for coworkers. Thus, companies must provide a domestic violence free environment to benefit the company, in view that the workers, as a complex group, provide the company not only with their skills and abilities, but they also share with it their personal relationships and problems. The employers recognize that employees' personal problems affect their performance at work, which directly affect production costs; some of these problems are the reduction of productivity, an increase of absenteeism, greater worker rotation, a higher risk of violence at the workplace, legal responsibilities, and increased medical expenses (Johnson, 1999).

Cost of domestic violence in the companies and families

Logan, Shannon, Cole & Swanberg (2007) argue that victims of domestic violence waste approximately 78 hours yearly, and this affects labor productivity. In addition, harassment due to

domestic violence can place the victim's job at risk due to interruptions at work, nuisance, and stress, as well as a downturn in the workers' performance and significant damage to the company's property occur, leading economic damage. According to Amor, Bohórquez & Echeburúa (2006), domestic violence has devastating effects on the physical and mental health of the victims; some indicators of these effects are: (a) low self-esteem, (b) feelings of impotence, (c) decision making difficulties, (d) physical and mental illnesses such as depression (e) insomnia, (f) loss of appetite, (g) eager to comply with the extremes, (h) guilty feelings because of the situation, (i) isolation and (j) paralysis by fear.

Among the observable behaviors of the victims of domestic violence at the workplace are the following: sudden request to change workplace area, unexplained bruises and wounds, usage of inadequate attire, inappropriate accessories and makeup (to cover wounds), uneasiness due to abrupt visits, calls from the ex-partner, visits of the current partner to the workplace, sudden isolation, lack of participation in the company's social events, and limited access to earned salary. The Office of the Ombudsman for Women of Puerto Rico (2014) reports observable manifestations displayed by victims of domestic violence at the workplace such as frequent calls from the aggressor, unauthorized visits of the victim's partner to the workplace, fooling security, display of agitated behavior if access is denied, watch over the victim's new partner, questioning coworkers about the victim, speaking derogatorily to coworkers and supervisors about the victim (putting the victim's job at risk). In a study with two hundred managers and supervisors, Martínez (2010) placed unexpected visits and phone calls as the most frequent manifestations of domestic violence in the workplace, and unjustified absenteeism and lack of concentration at the workplace as the victim's behavior.

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In general, domestic violence can become a vicious cycle, and its effects can be negative in the family setting as well as in the workplace. According to Oscategui (2014), the working situation of domestic violence victims shows great risks, as shown in level scales of consequences in relation to the cost magnitude affecting companies. In the first level, we can find tardiness and absenteeism (victims are delayed to work or are absent for hours or days); the second level includes low productivity, where the partners of the victims of domestic violence show up at work, causing distraction in the victims during working hours (due to their partners' attacks or harassment); in the third level, we find direct losses for the company, since the aggressor can destroy private property belonging to the company where the victim works; finally, the fourth level includes the rotation of personnel, where the company has to assume the cost of the victim's dismissal and the recruitment of a new employee (Oscategui, 2014).

This paper focuses on the perception of customer service based SME owners and managers of the effects of domestic violence. It focuses on the service sector given its relevance in terms of commercial transactions, which cover 70% of the goods offered (Heizer & Render, 2014). As part of commercial transactions, attention to customers is an essential part of a company that sells products or provides services; the importance of this work is based on such reasons. Najul's (2011) research indicates that attention to customers is an activity developed by organizations to satisfy the customer's needs and thus attain increased productivity and competitiveness. The customer is the main protagonist and the most important factor in the business arena (Najul, 2011). More than 20% of people decide not to buy a product or service due to lack of information or inadequate attention. It is crucial to offer customer service in an adequate and timely manner, so the customers receive the correct information and obtain an effective idea of the virtues of the products. The success of any organization depends

fundamentally on the customer's demand; thus, if companies do not satisfy customers' needs, they could have a short trajectory. Every effort, hence, should focus on customer service (Najul, 2011). According to Najul (2011), customer service representatives must have high self-esteem and good motivation, they should be risk-takers and able to deal with difficulties, they should respect the boundaries, be solidary, maintain a degree of ethical behavior and awareness, listen to customers without interrupting them and satisfactorily assist them. Customer service will be greatly affected if these responsibilities are not adhered to.

The previous topics covered by De Puy et al. (2015); Martínez (2010) and Chapell & Di Martino (1998) provide the basis for the formulation of a proposed model by the authors (Figure 1). This proposal includes the three basic objectives of this study, given that in all cycles of domestic violence there are three elements at the workplace: firstly, there are observable manifestations of the victims of domestic violence as described by Martínez (2010). These manifestations have plausible repercussions at the workplace known as observable behaviors (Chapell & Di Martino, 1998), which, in turn, will have certain economic repercussions that are visible and measurable in the company (Chapell & Di Martino, 1998).

*** Here Figure 1

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METHODOLOGY: STUDY HYPOTHESIS

This research uses three statistical techniques: descriptive analysis, exploratory factorial analysis, and canonical correlation. The descriptive analysis is used to describe the sample used. The multivariate analysis technique is used since it allows the simultaneous analysis of multiple

measures of individuals or objects in a study to generate knowledge capable of helping in an informed decision-making process (Cuadras, 2014; Hair, Black, Babin, & Anderson, 2010). We used the factorial analysis technique to search for categories with similar variance characteristics, for manifestations, and observable behaviors (first and second objective). Factorial analysis is a data reduction technique that helps find homogenous groups of variables from a numerous collection of observed variables, serving to explain a significant collection of observable variables through a small number of latent non-observed variables (not measured), designed as factors or categories (Hair et al., 2010; Pérez & Medrano, 2010; SPSS-Hispano-Portuguese, 2010). Finally, this research utilizes canonical correlational analysis to uncover some type of correlation between observable behaviors and organizational repercussion of domestic violence in the companies' customer services (third objective).

The population for this study consisted of owners, managers, supervisors and personnel in charge of the human resource departments of different companies providing customer service in Trujillo Alto, Puerto Rico. For this study from a total population of 127 companies, a sample of 96 individuals (SME of service) was calculated using the following formula:

$$n = \frac{(Z_{1-\alpha}^2)*P*Q*N}{N} \tag{1}$$

Where, n = sample size; N = population size; α = the confidence level; $Z_{(1-\alpha)}$ = the value of Z to a, α =0.05; p = proportion in which the studied variable is manifested in the population and $q = 1-p$.

The participating SMEs were drugstores, supermarkets, clothing and home appliance stores, and fast food restaurants. When the study was carried out, Trujillo Alto had 127

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companies, including food companies, medical services/drugstores, and commercial stores. This information was provided by the Trujillo Alto City Hall.

To collect the data, a closed questionnaire using a Likert scale of five levels with a total of 44 reactive questions was used. This questionnaire consists of four parts: (a) the first part deals with the participants' socio-demographic information: gender, age, academic level, type of customer service they offer, and years of service in the company; (b) the questions posed in the second part of the questionnaire will be used to answer the first research question, which is: What are the manifestations of domestic violence in companies customer services departments? This section has sixteen (16) questions to research data related to manifestations of domestic violence at the workplace; (c) the third section collects data to answer the second research question: What are the categories related to the observable behavior of the victims of domestic violence? This section consists on fifteen (15) questions; the third research question is: Is there any correlation between the observable behaviors in relation to repercussions of domestic violence at the workplace? This research question is answered through six (6) questions from section four, and fifteen (15) questions from the third part. This questionnaire is an adaptation and modification of a tool used in Martinez (2010) in a research on *Manifestations of violence in couples in Puerto Rican Workplaces.*

From the third research question, a research hypothesis can be formulated as follows: H_o = There is no correlation between organizational repercussions and the observable behaviors of the victims of domestic violence in the companies focused on customer service in Trujillo Alto.

H_1 = There is a correlation between the organizational repercussions and the observable behaviors of the victims of domestic violence in the companies focused in customer service in Trujillo Alto.

This hypothesis test was solved through the calculation of the canonical correlation adjustment, which is a measurement that it is quantitatively expressed in the goodness of fit of the multi-variant correlation. The researchers used SPSS® statistical program to analyze the data.

RESULTS AND ANALYSIS

Demographic Data

In the sample used, 46.6% of the participants were women and 53.4% were men; 38.4% of the participants were between the ages of 31 to 40; a total of 50.5% belonged to the 20 to 40 age group. A total of 64.4% of the participants had a Bachelor's degree and 21.9% had a Master's degree, which points to a workforce in the sample with college education (86.3%). In terms of seniority at the workplace, 41.1% of the participants had been working 9 to 16 years for company and 31.5% from 17 to 25 years; in other words, 72.2% had 9 to 25 years of work experience. A total of 46.6% of the participants were supervisors, whereas 26% were managers, and only 16.4% were the owners of the establishments.

Statistical analysis to answer the research questions

A factorial analysis technique was used to answer the first research question on the categorization of the most frequent manifestations, using 16 questions from the second part of the questionnaire. To guarantee the suitability of the variables for factorial analysis, the

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Coeficient of Kaiser-Meyer-Olking (KMO) was calculated, as the KMO measures the adaptation of the sample. This value indicates how appropriate is to apply the factorial analysis. The KMO value was *0.746,* which indicates that the factorial analysis is adequate to analyze the data (Hair et al., 2010; Moscoso, Lengacher, & Knapp, 2012; Pérez & Medrano, 2010). The authors then used Bartlett's sphericity test to verify the work's feasibility. Given the fact that the value was 0.000, lower than the statistical significance (0.05), we can state that factorial analysis is the adequate test to apply to this sample (Hair et al., 2010; Moscoso et al., 2012; Pérez & Medrano, 2010). Table 1 presents the results of the matrix of rotated components, and it shows values of higher than 0.5 in order to attain a better exposition of obtained variables for each component.

******************************** Here table 1 ***********************************

According to Table 1, of the 16 variables (X_i) related to manifestations of domestic violence at the workplace, the results emphasize 4 main factors with a total accumulated variance of 69.46%. The first factor is composed of six variables: X15, violent events with his/her partners at the workplace; X14, fear of responding to phone calls; X13, anxiety episodes; X16, stress manifestations; X12, victim does not excuse him/herself when absent from work; and X3, threatening calls from the aggressor to the affected partner. This component has been referred to as **threats and constant absenteeism,** which constitutes 36.39% of the total variance. The second factor explains 13.31% of total variances (see Table 1) and it is composed of: X9, negative interaction with the customers; X10, negative reactions with the coworkers; X8, frequent tardiness; X11, frequent mistakes performing work tasks; and X7, frequent absenteeism. This factor has been called **mistakes and negative relationships**. The third factor explains 11.43% of the total variance and it is made up of: X5, victim's attitude to isolate him/herself

from coworkers; X4, unusual attire to cover physical injuries; X6, lack of concentration in work-related duties. This factor has been referred to as **physical injuries and lack of concentration**. Lastly, the fourth factor is known as **negative manifestations and low self-esteem** and is composed of X1, frequent episodes of sadness; and X2, low self-esteem. Figure 2 shows what has been stated before, which is that only four factors explain the variance to a greater extent than the 15 variables initially used.

****************************** Here Figure 2 ******************************

To answer the second research question on categorization of the most frequent observables behaviors of victims of domestic violence at the workplace, we used the third section of the questionnaire that proposes 15 questions (Y_i). According to Table 2, the factorial analysis only considers 4 main factors, for a total of 65.35% of the explained accumulated variance. The first factor contributes 34.22% of the variance and it is composed of the variables: Y11, defensive behavior; Y10 sleepiness; Y9, unusual tiredness; Y12, apprehension; Y13, sadness; and Y8, persecution complex. This category has been called **lack of concentration and sadness**. The second factor contributes 14.110% of the variance and it is composed of the following variables: Y3, fearful or scared; Y1, nervousness; and Y2, sad expression. This factor is known as **fearfulness and insecurity**. The third factor contributes to 9.910% of the variance and it is made up of: Y5, jumpy; Y4, aggressive treatment of customers; and Y6, absentminded behavior that affects work tasks. This factor is categorized as **limited attention to customers**. The fourth factor contributes to 7.110% variance and it is composed of: Y15, frequent visits to the bathroom; Y14, continuously communicates with relatives and friends; and Y7, seeks to be accompanied. This final factor is categorized as **continuous threats.**

******************************** Here table 2 ********************************

Figure 3 shows what has been stated before, which is that only four factors explain the variance (65.35%) of the model (see where the slope is minimized), and not the 15 variables proposed initially.

******************************** Here Figure 3 ********************************

To answer the third research question that uncovers whether there is some correlation between the victim's observable behaviors and organizational repercussions, we used the canonical correlational analysis statistical technique, which, up until recently, was a relatively unknown statistical method (Badii, Castillo, Wong & Villalpando, 2007). The canonical correlational analysis is particularly useful in situations with multiple dependent and independent variables, for categorical variables as well as for metric variables. The canonical correlational analysis enables the valuation of the relationship between multiple predictor variables and multiple independent variables; mathematically, the model to answer this research question is provided by equation 2:

$$Z_1 + Z_2 + Z_3 + Z_4 + Z_5 = Y_1 + Y_2 + Y_3 + \cdots + Y_{15}\,, \qquad (2)$$

Where the variables Z_i are the repercussions of domestic violence at the workplace, and the variables Y_i correspond to the 15 test questions considered in the third section of the questionnaire, and refer to the manifestations of domestic violence in the company. With the application of the statistical software SPSS®, the results stand out and are presented in Table 3.

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This table shows a high correlation of the order of 1.927 (of 2.000, corresponding to a perfect multivariate correlation) between domestic violence manifestations and organizational repercussions, with only a correlation loss of 0.073 (3.7% loss). On the other hand, the contribution of each group of variables to the coefficient of adjustment is 0.978 to 1.927 when we speak of the manifestations of the victims of domestic violence, and the group of work repercussions is 0.948 to 1.927 (*"Eigenvalue"*). Thus, we can categorically confirm that the two groups of variables have a considerably high contribution to the adjustment of the model (Hair et al., 2010; Moscoso et al., 2012; Pérez & Medrano, 2010).

****************************** Here table 3 ***********************************

When we observe Table 4, which represents the matrix of adjustment, we can conclude that, given the importance of the correlation of the model (value of its goodness of adjustment = 1.927/2.000), three variables of the manifestations contribute most to the model: $Y_9 = 1.546$ (Tired), $Y_{10} = 1.080$ (Sleepy) and $Y_{13} = 0.420$ (sad); thus, the companies could only focus on three manifestations to infer that the employee of an organization is a victim of domestic violence. On the other hand, when we observe the variables of the group of organizational repercussions (Z_i), we can confirm, according to the results, that two variables contribute most to the model: $Z_6 = 0.882$ (Loss of customers) and $Z_2 = 0.595$ (Low productivity).

****************************** Here Figure 4 *********************************

****************************** Here table 4 ***********************************

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The results discussed in Tables 3 and 4 are complemented with Figure 4 (above), where we can see the variables that most contributed to each dimension. With these criteria in mind, and analyzing Figure 4, we can state that dimension 2, (depicted in the Ys axis) has two variables that contribute to this dimension: Z_6, and Z_3, whereas for dimension 1 (see Xs axis), there are four variables: Y_9, Z_4, Y_8 y Z_2.

CONLUSIONS

The results of this study show the existence of four categories of observable manifestations of domestic violence in the companies: the first category is known as **threats and continuous absenteeism** (variance of 36.39%) and contains six indicators as follows: (a) threating calls from the aggressor to the affected partner, (b) the victim does not excuse him/herself when absent from work, (c) anxiety episodes, (d) fear of responding to phone calls, (e) violent episodes with the affected partner at the workplace, and (f) episodes of stress. The second category known as **mistakes and negative relationships** (variance of 13.10%) is made up of the following indicators: (a) negative encounters of the victim with coworkers, (b) frequent tardiness, (c) negative interaction with the customers, (d) frequent mistakes performing work-related tasks and (e) frequent absenteeism. The third category called **physical injuries/lack of concentration** (variance of 11.43%) is composed of: (a) the victim isolates him/herself from the coworkers, (b) unusual attire to hide physical injuries; and (c) lack of concentration on work-related tasks. The last category called **negative manifestations/low self-esteem** (variance of 8.33%) includes the following indicators: (a) frequent episodes of sadness, and (b) low self-esteem. The first factor found in this study coincides with Martinez's conclusions (2010) and

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Chapell & Di Martino (1998) that confirm this factor as relevant. These results also agree with Logan et al., (2007) and with the report of the Office of the Ombudsman for Women of Puerto Rico (2104), which sustain that manifestations of domestic violence in the workplace are similar to those categorized in this study.

According to the analysis of participants' responses regarding the most usual categorization of observable behavior, we found four categories: the first category called: **lack of concentration and sadness**, includes the following indicators: (a) defensive behavior, (b) victim falls asleep at work, (c) unusual tiredness, (d) apprehensiveness, (e) crying episodes, and (f) persecution complex. The second category called: **fearfulness and insecurity,** made up of: (a) fearfulness or frightened, (b) nervousness, and (c) sad expression. The third category is called: **limited attention to customers** and it includes: (a) uneasiness, (b) aggressive attention towards customers, and (c) forgets to perform assigned tasks. The fourth category called: **continuous threats** includes the following indicators: (a) frequent visits to the bathroom, (b) continuously communicates with relatives and friends, and (c) seeks be accompanied. When the results obtained are analyzed along with the existing bibliography, these agree with Amor et al.'s (2006) proposal which states that victims of domestic violence in the workplace are connected with category two of this study: fearfulness and insecurity. In the same way, we can see that the results obtained coincide with Oscategui (2014), Logan et al. (2007), and Hernández et al.'s (2013) findings, which state that among the observable behaviors of domestic violence at the workplace are: decrease in productivity, increase in absenteeism, violence at the workplace, and increase in medical expenses.

This research found that there is a strong positive correlation between the organizational effects and observable behavior of the victims of domestic violence in companies focus on

customer service. These findings agree with Hernandez et al. (2013) and Martinez's (2010) findings, and, as such, the alternate hypothesis proposed in this study is accepted. Thus, we can state that the productivity of SMEs is significantly affected (with a 96.5% probability) when three manifestations of domestic violence are identified: tiredness, sleepiness, and sadness.

Finally, based on the findings, we can state that the effects of domestic violence on the productivity of the SMEs' focus on customer service are negative, and negatively affect employees as well as the victims.

FUTURE RESEARCH AND LIMITATIONS

Since the limitation of this study is that it is only circumscribed to a single geographical zone of Puerto Rico, then for future research, we will consider repeating this study in other geographical zones in Puerto Rico and the Caribbean. Also, the findings should be shared with the participants of the study to receive their feedback. Another pending task is to develop, from the proposed model, a dissemination campaign of the findings of this study so the Puerto Rican community and the government agencies of Puerto Rico responsible of public policy making learn about this investigation and its findings.

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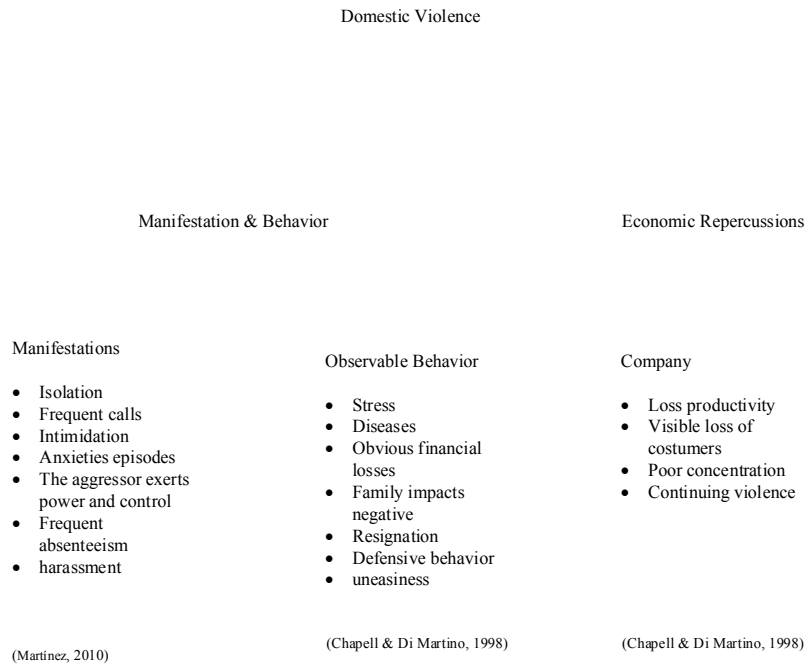Walker, L.E. (1979). *The battered woman.* Harper and Row. New York.

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Figures

Figure 1: Proposed model to infer the repercussions of domestic violence from manifestations and repercussions at the workplace.

Domestic Violence

Manifestation & Behavior

Economic Repercussions

Manifestations

- Isolation
- Frequent calls
- Intimidation
- Anxieties episodes
- The aggressor exerts power and control
- Frequent absenteeism
- harassment

Observable Behavior

- Stress
- Diseases
- Obvious financial losses
- Family impacts negative
- Resignation
- Defensive behavior
- uneasiness

Company

- Loss productivity
- Visible loss of costumers
- Poor concentration
- Continuing violence

(Martínez, 2010)

(Chapell & Di Martino, 1998)

(Chapell & Di Martino, 1998)

Author's sown elaboration

Figure 2: Graphic of sedimentation of the manifestations of domestic violence
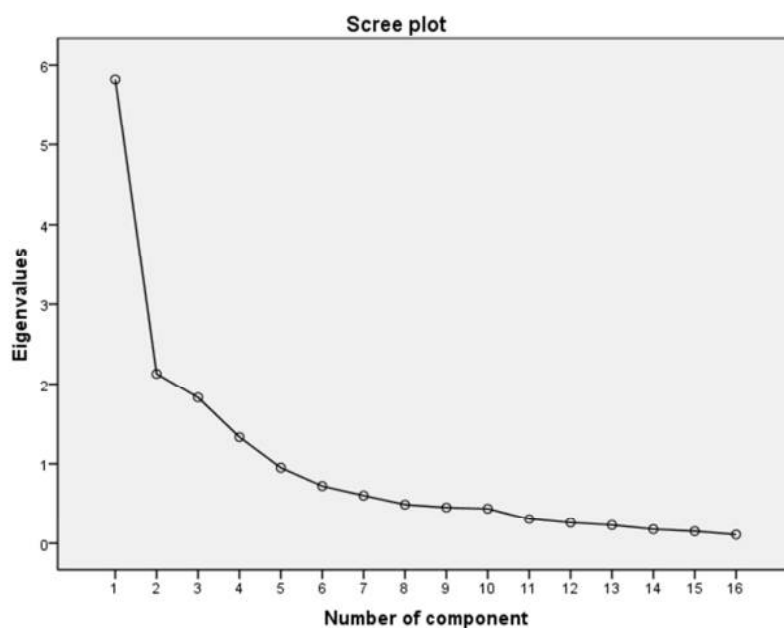
SPSS® output

Figure 3: Graphic of sedimentation of the behavior of victims of domestic violence

Scree plot

SPSS® output

Figure 4: Components' load chart in the two dimensions

Component Loadings

SPSS® output

Tables

Table 1: Matrix of rotated main components for the manifestations of domestic violence

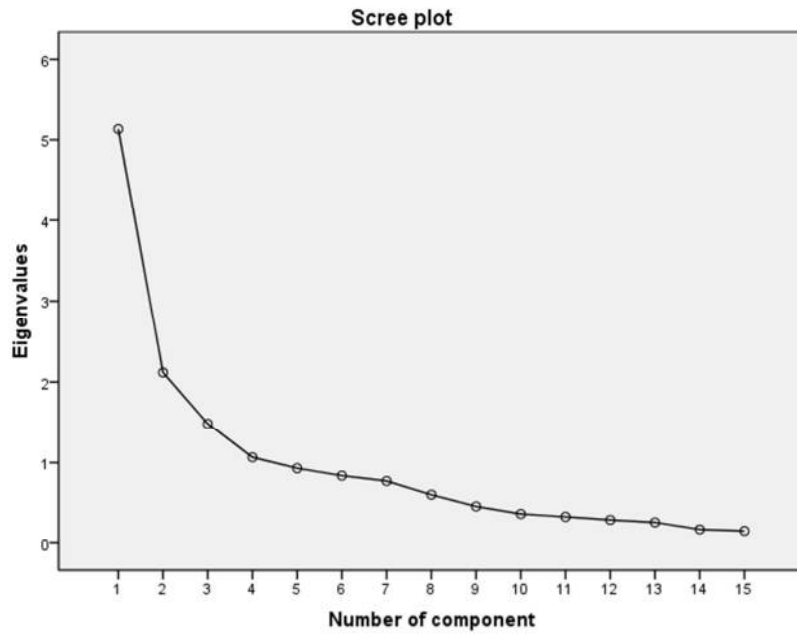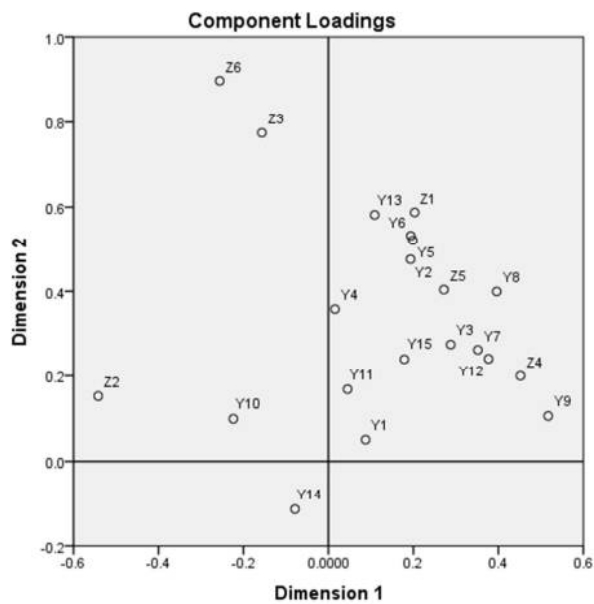| Variables	1	2	3	4
X15; Violent events at work place	.831	.094	.000	.184
X14; fear of responding to phone calls	.806	.211	.079	.263
X13; anxiety episodes	.769	.064	.229	.029
X16; stress manifestations	.642	.114	-.135	.444
X12; victim don't excuse him when absent to the job	.616	.323	.260	-.296
X3; threatening calls from the aggressor to affected partner	.586	.174	-.033	.539
X9; negative interaction with the customers	.064	.857	.000	.026
X10; negative reactions with the coworkers	-.009	.758	.255	-.024
X8; frequent tardiness	.278	.685	-.096	.354
X11; frequent mistakes performing work tasks	.381	.637	.373	-.133
X7; frequent absenteeism	.419	.599	-.070	.323
X5; victim's attitude to isolate him/herself from coworkers	-.014	.057	.892	.102
X4; unusual attire to cover physical injuries	.013	.139	.816	.024
X6; lack of concentration in the job duties	.365	.035	.655	.279
X1; frequent episodes of sadness	.145	-.063	.241	.825
X2; low self-esteem	.170	.452	.243	.640
% Explained variance	36.390	13.310	11.430	8.330
% Accumulated variance	36.390	49.700	61.130	69.460

Statistical Method Used: The factorial analysis; it's a data reduction technique that helps find homogenous groups of variables from a numerous collection of observed variables. Results: First component has been named **threats and constant absenteeism** (X15, X14, X13, X16, X12and X3); Second Component has been named **mistakes and negative relationships** (X9, X10, X8, X11 and X7); Third component has been named **physical injuries and lack of concentration** (X5, X4 and X6), and fourth factor has been named **negative manifestations and low self-esteem** (X1 and X2).
Extraction method: Analysis of the main components (the obtained factors are the auto-vectors of the correlation matrix)
Rotation method: Varimax (orthogonal rotation that minimizes the number of variables with high saturation)
Author's own elaboration from the SPSS® output.

Table 2: Matrix of rotated main components for the behavior of the victims of domestic violence

Variables	1	2	3	4
Y11; defensive behavior	.865	.090	.051	.108
Y10; sleepiness	.733	.038	.047	.348
Y9; unusual tiredness	.720	.005	.273	.280
Y12; apprehension	.669	.451	.166	-.089
Y13; sadness	.579	.294	.176	.081
Y8; persecution complex	.536	.382	.309	.300
Y3; fearful or scared	.057	.855	.203	-.030
Y1; nervousness	.190	.849	-.040	.154
Y2; sad expression	.189	.783	.175	-.055
Y5; jumpy	.119	.050	.837	-.082
Y4; aggressive treatment towards customers	.255	.050	.762	.032
Y6; absentminded behavior that affects work tasks	.073	.307	.697	.107
Y15; frequent visits to the bathroom	.025	.029	-.058	.809
Y14; continuously communicates with relatives and friends	.249	-.081	-.052	.744
Y7; seeks to be accompanied	.265	.127	.206	.560
% Explained variance	34.220	14.110	9.910	7.110
%Accumulated variance	34.220	48.330	58.240	65.350

Statistical Method Used: The factorial analysis; it's a data reduction technique that helps find homogenous groups of variables from a numerous collection of observed variables. Results: First factor has been named **lack of concentration and sadness** (Y11, Y10, Y9, Y12, Y13 and Y8); Second factor has been named **fearfulness and insecurity** (Y3, Y1 and Y2); Third component has been named **limited attention to customers** (Y5, Y4 and Y6), and fourth factor has been named **continuous threats** (Y15, Y14 and Y7).
Extraction method: Analysis of the main components (the obtained factors are the auto-vectors of the correlation matrix)
Rotation method: Varimax (orthogonal rotation that minimizes the number of variables with high saturation)
Author's own elaboration from the SPSS® output.

Table 3: Summary of the canonical analysis of variables Y_i vs. Z_i

		Dimension		
		1	2	Sum
Loss	Set 1	.021	.052	.073
	Set 2	.021	.052	.073
	Mean	.021	.052	.073
Eigenvalue		.979	.948	
Adjustment				1.927

This table shows that among the manifestations of domestic violence there is a high correlation with the organizational repercussions (Set 2: Z_i) of the order of 1.927 (of 2.000, that would correspond to a perfect multivariate correlation).
The Eigenvalue show the contribution of each group of variables to the coefficient of adjustment. For the manifestations of domestic violence (Set 1: Y_i) is 0.978/1.927; when we speak of work repercussions (Set 2: Z_i) is 0.948 to 1.927.
Output de SPSS®

Table 4: Matrix of canonical adjustment of the variables Y_i vs. Z_i

Group	Variables	Multiple adjustment			Simple loss		
		Dimension			Dimension		
		1	2	Sum	1	2	Sum
1	Y1[a]; nervousness	.006	.003	.009	.001	.002	.003
	Y2[a]; sad expression	.000	.253	.254	.000	.003	.003
	Y3[a]; fearful or scared	.009	.202	.211	.000	.000	.000
	Y4[a]; aggressive treatment towards customers	.086	.013	.099	.002	.000	.002
	Y5[a]; jumpy	.004	.049	.053	.002	.001	.003
	Y6[a]; absentminded behavior that affects work tasks	.003	.083	.085	.001	.001	.002
	Y7[a]; seeks to be accompanied	.036	.007	.043	.000	.001	.001
	Y8[a]; persecution complex	.025	.035	.060	.000	.000	.000
	Y9[a]; unusual tiredness	**1.411**	.135	**1.546**	.000	.003	.003
	Y10[a]; sleepiness	**.944**	.135	**1.080**	.000	.002	.002
	Y11[a]; defensive behavior	.011	.064	.075	.001	.000	.001
	Y12[a]; apprehension	.005	.000	.005	.000	.000	.000
	Y13[a]; sadness	.015	**.406**	**.420**	.002	.003	.004
	Y14[a]; continuously communicates with relatives and friends	.015	.148	.163	.001	.000	.001
	Y15[a]; frequent visits to the bathroom	.002	.185	.187	.002	.000	.002
2	Z1[a]; inhibits achieve the objectives of the company.	.206	.075	.281	.001	.001	.002
	Z2[a]; decreased production company.	**.592**	.004	**.595**	.000	.000	.001
	Z3[a]; promotes a negative atmosphere in the company	.101	.103	.204	.000	.000	.000
	Z4[a]; wishes abandon their tasks quickly.	.170	.004	.175	.000	.001	.001
	Z5[a]; don't complete their tasks in the scheduled time.	.329	.050	.380	.002	.000	.002
	Z6[a]; causes loss of customers to the company.	**.630**	.252	**.882**	.000	.000	.001

Statistical Method Used: the canonical correlational analysis; it's particularly useful in situations with multiple dependent and independent variables,

[a] Optimal Escalating Level: Ordinal (it states a lineal relation between the proximities of entrance and derived distances by the model).

Authors' own adaptation for the SPSS® output.