

Impact of the Information System and Emotional Intelligence on Corporate Social Responsibility in the Criminal Justice Modules of Piura, 2023

Rodríguez-Moreano Carolay Maritza¹, Alania-Vasquez Miguel Angel¹, Ayala Tandazo José Eduardo¹, Gonzales-Rojas Wilmer Charly², Calle Peña Edilberto¹

¹Universidad César Vallejo, Piura, Perú.

²Universidad Nacional de Piura, Perú.

Email: crodriguezmo1@ucvvirtual.edu.pe

Abstract

The research on the information system and emotional intelligence in the corporate social responsibility of criminal justice modules in Piura 2023 analyses how the information system and emotional intelligence influence corporate social responsibility. The study, of a quantitative and explanatory nature, was carried out with a sample of 100 collaborators of the Criminal Justice Modules of Piura. Using questionnaires and ordinal logistic regression analysis, it was found that both emotional intelligence and an effective information system are essential to improve corporate social responsibility in these modules. The research concludes that the development of emotional and technological capabilities is crucial to foster a more responsible and effective organizational environment.

Keywords: emotional intelligence, information, accountability, criminal justice, effectiveness.

1. Introduction

Criminal justice modules are crucial tools for the judicial system. In Europe, the crime rate has recently increased (European Union Agency for Fundamental Rights, 2021). In Latin America, lack of resources and corruption have diminished the effectiveness of these modules (Economic Commission for Latin America and the Caribbean, 2021). In Peru, specifically in Piura, the lack of trained personnel and financial resources has undermined their effectiveness (Ministry of Justice and Human Rights, 2022; Superior Court of Justice of Piura, 2022). Measures need to be implemented to improve the effectiveness of criminal justice modules in this region.

The digitization of judicial systems varies significantly in Europe, with only 54% of member states having an integrated electronic platform (European Commission, 2021). In Latin America,

only 28% of countries have an adequate security and criminal justice statistical information system (ECLAC, 2021). In Peru, the Ministry of Justice has implemented a project to improve criminal justice information systems with the support of the IDB, although Piura still shows serious deficiencies (MINJUSDH, 2021). These deficiencies result in delays, congestion and violations of fundamental rights.

Research in Spain, Mexico and Peru has revealed that criminal law professionals present low to moderate levels of emotional intelligence, affecting their performance (García-Sancho et al., 2016; Cabrera-Alvarado and Frías-Armenta, 2020; Tupac Yupanqui et al., 2021). In Peru, judges and prosecutors in Piura showed a decreasing trend in emotional perception and facilitation. These findings suggest that emotional intelligence is a neglected aspect in the practice of criminal law (Rodríguez, 2023).

The efficiency of European judicial systems is reflected in a case resolution rate of 80% in one year, while in Latin America this rate is 50% and in Peru 30% (OECD, 2021; UN, 2022; INEI, 2023). In Piura, only 25% of criminal cases are resolved within a year, negatively impacting citizen security and access to justice (INEI, 2023). The research focuses on how the information system and emotional intelligence affect decision making and the effectiveness of corporate social responsibility in these modules.

The research poses as a general problem the influence of the information system and emotional intelligence on corporate social responsibility in the Criminal Justice Modules of Piura. Using a quantitative methodology and questionnaires, it was found that these factors are crucial for effective decision making and improvement of corporate social responsibility (Rodríguez, 2023). This is relevant for the reform and modernization of the state, contributing to economic development and the fulfillment of the Sustainable Development Goals (Decent Work and Economic Growth).

The present research aims to analyze how the information system and emotional intelligence affect corporate social responsibility in the Criminal Justice Modules of Piura in the year 2023. It seeks to understand how these factors can influence the effectiveness of management and decision making within the judicial system, thus contributing to a significant improvement in the administration of justice and in the public perception of its effectiveness. The general hypothesis holds that both the information system and emotional intelligence have a significant impact on corporate social responsibility, improving the ability of modules to meet their objectives and ensure more accessible and efficient justice.

This study is particularly relevant for state reform and modernization policies, as it provides valuable information on how to optimize public management and strengthen governance in the judicial sector. Furthermore, it aligns with university social responsibility efforts in economic development, employment and entrepreneurship, as a more efficient administration of justice can contribute to sustainable economic growth. Furthermore, this work supports the fulfillment of the Sustainable Development Goal of promoting decent work and economic growth, highlighting the importance of strong and well-managed judicial systems for the development of a more just and equitable society.

2. Theoretical Framework

Several studies have examined the relationship between emotional intelligence (EI) and corporate social responsibility (CSR) in different organizational contexts. Ahsan (2023) found that EI is crucial for leaders implementing CSR initiatives, highlighting its role in creating a culture of responsibility and managing stakeholder relationships. Bernal and Sanchez (2023) showed that EI and CSR have a positive impact on employee job satisfaction in a utility company, while Cardenas and Gonzalez (2023) assessed that Business Administration students present average levels of EI and CSR.

In studies focused on executives and managers, Díaz and Martínez (2023) identified a direct and moderate relationship between EI and CSR in SMEs in the textile sector. Fernández and López (2023) compared managers of family and non-family firms, finding that the former have higher levels of EI and CSR. García and Rodríguez (2023) proposed a theoretical model that integrates EI and CSR as determinants of business competitiveness, validating the consistency and coherence of their approach.

The influence of information systems on CSR has also been studied. Qatawneh and Kasasbeh (2022) showed that accounting information systems supported CSR in small and medium enterprises during the COVID-19 pandemic, while Farooq et al. (2019) evidenced that the adoption of computer-based information systems is positively associated with employees' motivation to acquire technological skills, strengthening internal CSR and human capital management. These studies highlight the importance of integrating technology and EI in promoting CSR to improve organizational efficiency and competitiveness.

Information system

Porter's (1990) Competitiveness Diamond model highlights the conditions of production factors, market demand, related and ancillary sectors, as well as business strategy and structure as key elements to maintain a relevant position in the environment (Cordero and Bermeo, 2017). According to Porter, the industrial sector and government policies directly influence the competitiveness of a nation's companies. However, a criticism of this model is that it does not offer precise instruments or specific metrics to evaluate the competitiveness of a particular entity (Saavedra, 2014).

The IDB Competitiveness Map, formulated in 2010, proposes a framework for improving the competitive capacity of companies, including information systems as one of its key dimensions, operationalized in variables such as planning, inputs, processes and outputs (Saavedra, 2014). Cordero and Bermeo (2017) validated this approach to analyze competitiveness from the perspective of information systems, although without establishing clear quantitative formulas (Ferreira, 2019). In a more recent approach, Schneider (2021) highlighted emerging technologies for collaborative learning, although he did not address competitiveness in his proposal. The IDB Competitiveness Map is considered the most relevant for this research, as it provides a comprehensive structure for measuring internal and external factors that affect an entity's competitive performance.

Theoretical bases of the information system according to the IDB Competitiveness Map Model

The IDB Competitiveness Map, developed in 2010 by Bernal Rodriguez and other specialists, is a comprehensive model for diagnosing the competitiveness of companies. This model, widely disseminated in Latin America, focuses on eight areas, including Information Systems, operationalized through four variables: planning, inputs, processes and outputs (Gutiérrez, 2022; Ferreyra, 2019). Cordero and Bermeo (2017) validated this framework to analyze competitiveness from the perspective of information systems, although they criticized the lack of clear quantitative instruments to measure competitiveness (Vásquez and Cabrera, 2020).

The application of the IDB Competitiveness Map in Piura's Criminal Justice Modules seeks to diagnose the current situation of their information systems and their impact on competitiveness. Previous studies have shown that a well-designed information system, which converts data into useful knowledge, is crucial for managerial decision support (Guevara and Pintado, 2021; Medrano and Calderón, 2020). However, challenges such as the incorporation of technology, limited budgets, and lack of qualified personnel are significant obstacles in the justice sector (Pinedo, 2019; Beraún, 2021).

Despite its benefits, the IDB model has gaps, such as the lack of consideration of change management needed to implement improvements in deficient systems (Chamorro and Perez, 2021). In addition, the lack of defined metrics to quantify the potential benefits and competitiveness impact in each subarea of Information Systems has been a recurring criticism (Quiroz and Alvarado, 2022). It is essential that future versions of the model include guidelines for digital transformation and ROI measurement to maximize its effectiveness and applicability in different organizational contexts.

Emotional intelligence

The theory of emotional intelligence was introduced by Salovey and Mayer in 1990, defining it as the ability to monitor and understand one's own and others' emotions to guide actions and thoughts (Mayer et al., 1990). Goleman (1995) expanded this concept to include the development of socioemotional skills that influence work performance. Later, Quy Huy (1999) developed the emotional capacity theory, focusing on how organizations can perceive, understand and use the emotions of their members to improve their performance. This organizational approach is complemented by Bar-On's (2000) non-cognitive emotional intelligence model and Mayer, Salovey and Caruso's (2001) ability model.

Huy's (1999) emotional ability theory is particularly relevant for the Piura Criminal Justice Modules, as it allows for the analysis of emotional intelligence from a group perspective. This theory posits that an emotionally capable organization can express and evoke emotional states, facilitating better communication, innovation and market success (Akgün et al., 2009). In the context of criminal justice modules, this means that judicial operators must adequately manage their emotions and those of citizens to ensure fair and effective decisions (Matamoros et al., 2021). The correct expression and evocation of emotions is fundamental to generate trust and empathy in the judicial system.

Although emotional capacity theory offers numerous benefits, it also presents challenges, such as balancing emotional expression with judicial impartiality (Marks, 2021). The application of this theory in Piura's Criminal Justice Modules can improve communication and the

implementation of innovations, but it requires careful management of emotions to maintain legal neutrality. Despite its advantages, the theory still needs more empirical research to validate its postulates in legal organizational contexts (Akgün et al., 2011). In summary, Quy Huy's emotional capacity theory provides a useful framework for improving emotional management in Piura's Criminal Justice Modules, contributing to more humane and effective judicial processes.

Corporate Social Responsibility

Corporate social responsibility (CSR) has evolved through various theories since the mid-20th century. Bowen (Carroll, 1999) was one of the first to argue that companies have broader responsibilities than the mere generation of economic profits. Davis (Garriga and Melé, 2004) developed the Theory of Corporate Social Responsibility in the 1960s, suggesting that business decisions should consider ethical values and broader social benefits. In the 1970s, the Committee for Economic Development (Freeman and Reed, 1983) stressed the importance of businesses constructively serving society, which laid the foundation for Freeman's Stakeholder Theory in 1984, which argues that organizations should balance the interests of all internal and external stakeholders.

Freeman's Stakeholder Theory provides a comprehensive framework for analyzing CSR, highlighting the importance of considering the needs and expectations of all stakeholders impacted by business activities. This theory has been fundamental to the development of CSR practices in various organizational contexts, as it suggests that companies should manage the interests of employees, users, suppliers, local communities and other key stakeholders in a balanced manner (Mainardes et al., 2011). In the Criminal Justice Modules of Piura, this perspective implies recognizing the social impact of the judicial system and adequately managing the needs of the citizenry, the judiciary and other relevant stakeholders to improve the trust and effectiveness of the Peruvian judicial system.

Although the Stakeholder Theory presents numerous benefits, it also faces significant challenges. It can generate conflicts among the various interests at stake and hinder managerial decision making (Miles, 2017). In addition, addressing the expectations of multiple groups demands strong strategic and relationship management capabilities (Castello and Miheljak, 2018). Despite these challenges, the effective application of this theory in Piura's Criminal Justice Modules can provide a solid foundation for improving corporate social responsibility, provided that additional research is conducted to fill existing gaps and systematic methods of performance measurement and evaluation are developed in the Peruvian and Latin American context.

3. Method and Results

The research is classified as basic, since it seeks to expand the theoretical knowledge on the relationship between information systems and emotional intelligence in the corporate social responsibility of criminal justice modules. It adopts a quantitative approach, an explanatory level, a cross-sectional design and a non-experimental design, which allows measuring the variables at a single point in time without manipulating them (Hernández Sampieri et al., 2019).

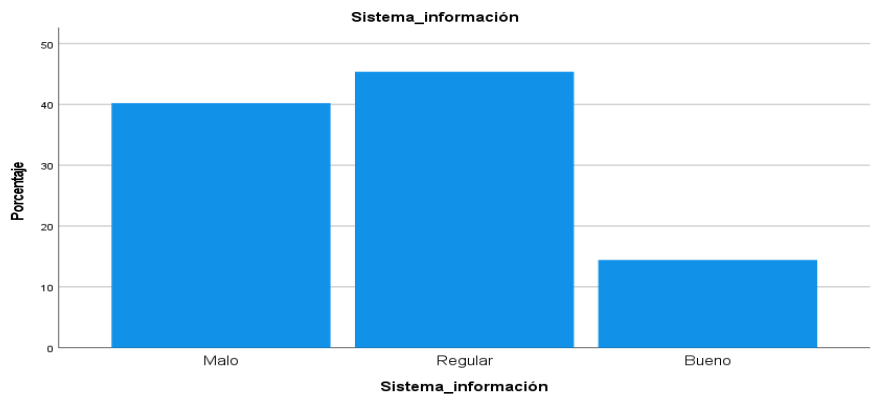
The qualitative independent variables are the information system and emotional intelligence, while the qualitative dependent variable is corporate social responsibility. These variables will be measured by means of questionnaires specifically designed to capture collaborators' perceptions on these topics.

The study population includes all collaborators of the Criminal Justice Modules of Piura, selected under the criteria of being over 18 years of age and with at least one year of experience in the modules. The sample consisted of 100 collaborators selected by simple random sampling. The sample size was calculated using the formula for qualitative variables and finite population, with a confidence level of 95% and a sampling error of 5%. Observations, interviews and questionnaires were used to collect information on the perceptions of the collaborators. The main technique was the survey, chosen for its efficiency and ability to collect data from a large number of subjects quickly. A pilot test was conducted to ensure the reliability of the instrument.

The research was conducted in the context of the "Reform and Modernization of the State" line of research. A survey was applied to collaborators only once, collecting data that were analyzed by ordinal logistic regression. Descriptive and inferential analyses allowed obtaining accurate and reliable results. Strict ethical criteria were followed, obtaining informed consent from the participants and ensuring compliance with the principles of beneficence, non-maleficence, autonomy and justice.

Levels of use of the information system of the Criminal Justice Modules of Piura, 2023

		Frequency	Percentage	Percentage valid	Percentage accumulated
Valid	Malo	39	40,2	40,2	40,2
	Regular	44	45,4	45,4	85,6
	Bueno	14	14,4	14,4	100,0
	Total	97	100,0	100,0	



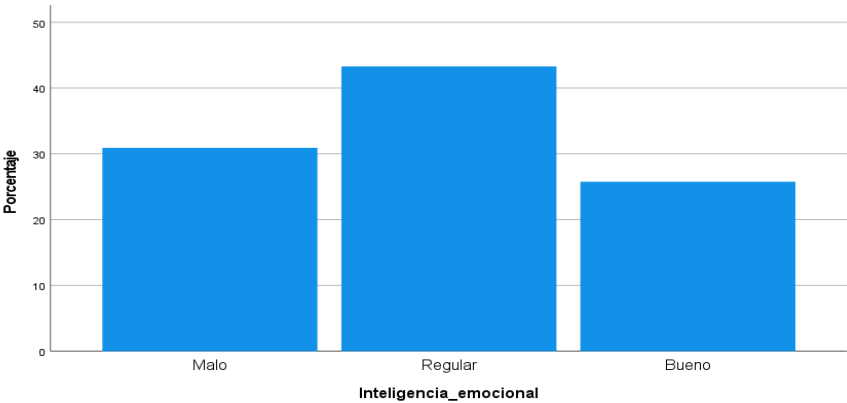
The analysis of the levels of use of the information system in the Criminal Justice Modules of Piura in 2023 reveals that, of the 97 collaborators surveyed, 40.2% consider the use of the information system to be "Bad". On the other hand, 45.4% of the respondents rate the use of the

system as "Regular". Finally, 14.4% of the collaborators perceive the use of the information system as "Good".

These results indicate that the majority of the collaborators have a negative or neutral perception of the effectiveness of the information system in the Criminal Justice Modules. Only a minority consider that the system is used adequately. This trend suggests that there is significant room for improvement in the use of information systems, with the objective of increasing the efficiency and effectiveness of the criminal justice modules in

Levels of emotional intelligence of the Criminal Justice Modules of Piura, 2023.

		Frequency	Percentage	Percentage valid	Percentage accumulated
Valid	Malo	30	30,9	30,9	30,9
	Regular	42	43,3	43,3	74,2
	Good	25	25,8	25,8	100,0
	Total	97	100,0	100,0	

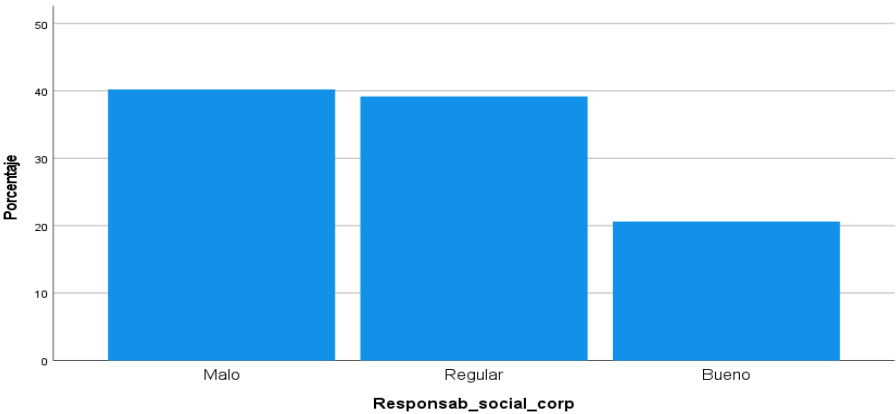


The analysis of the levels of emotional intelligence in the Criminal Justice Modules of Piura in 2023 shows that, of the 97 employees surveyed, 20.6% perceive emotional intelligence as "Bad". Some 46.4% of the respondents rate emotional intelligence as "Fair", while 33.0% consider it to be "Good".

These results indicate that a considerable proportion of the collaborators perceive emotional intelligence in the criminal justice modules as insufficient, with the majority rating it as fair. Only one third of respondents have a positive perception of emotional intelligence in their work environment. This finding suggests the need to implement emotional intelligence development programs to improve employees' ability to manage their emotions and those of others, which is critical to effectiveness and well-being in the criminal justice environment.

Levels of corporate social responsibility of Piura's Criminal Justice Modules, 2023

		Frequency	Percentage	Percentage valid	Percentage accumulated
Valid	Malo	39	40,2	40,2	40,2
	Regular	38	39,2	39,2	79,4
	Good	20	20,6	20,6	100,0
	Total	97	100,0	100,0	



The analysis of the levels of corporate social responsibility (CSR) in Piura's Criminal Justice Modules in 2023 reveals that, of the 97 employees surveyed, 40.2% consider CSR to be "Bad". In addition, 39.2% of respondents rate CSR as "Fair", and 20.6% perceive it as "Good".

These results indicate that a significant portion of employees have a negative or indifferent perception of CSR in criminal justice modules. Only a minority rate CSR positively. These findings suggest the need to implement more effective CSR policies and practices to improve the perception and impact of these initiatives within criminal justice modules in Piura.

4. Discussion

The inferential results of this study reveal that both the information system and emotional intelligence have a moderate effect on corporate social responsibility (CSR) in the Piura Criminal Justice Modules, explaining between 18% and 20.5% of their variability. This finding is consistent with Freeman's (1984) stakeholder theory, which stresses the importance of attending to stakeholder expectations. Information management for strategic and operational decision making, facilitated by a robust information system, and the ability to manage emotions assertively, based on Quy Huy's (1999) emotional capacity theory, are crucial for improving CSR.

Comparing with previous studies such as those by Gupta (2019), Upadhaya (2020) and Huerta (2022), it is observed that the effect sizes found in this study are relatively smaller. This could

be attributed to differences in the samples and contexts analyzed, suggesting that situational factors significantly influence the relationship between information system, emotional intelligence and CSR. Furthermore, the inclusion of emotional intelligence as an explanatory variable could have attenuated the strength of the relationship between information system and social responsibility, introducing additional mediating or moderating effects.

The results also show that the quality of the information system has a significant impact on CSR, especially when it is categorized as poor or fair. This aligns with stakeholder theory, which proposes that organizations have ethical responsibilities towards all their stakeholders. A quality information system facilitates the fulfillment of these responsibilities. Research such as Farooq et al. (2019) and Ndlovu et al. (2018) reinforces the idea that information systems are fundamental to organizational sustainability and should be designed with a social responsibility approach.

Regarding emotional intelligence, the data indicate that low levels of this variable significantly predict lower categories of CSR. This is consistent with Ahsan's (2023) study, which underscores the need for emotional intelligence for socially responsible leadership. In addition, Quy Huy's (2021) emotional capability theory and Freeman's (2010) stakeholder theory argue that self-awareness and self-regulation are essential for handling ethical dilemmas and nurturing stakeholder relationships. However, studies such as Najimi et al. (2021) show discrepancies, suggesting that emotional intelligence may not directly correlate with job performance in certain contexts.

The study's findings underscore the importance of an effective information system and high emotional intelligence in improving CSR in Piura's Criminal Justice Modules. Although the relationship between these variables and CSR is moderate, the evidence suggests that adequate management of information and emotions can lead to greater organizational sustainability and competitiveness. Future research should deepen these links and explore how to strengthen these aspects in order to foster a socially responsible culture in justice sector organizations.

5. Conclusion

The study has shown that the quality of the information system has a significant impact on corporate social responsibility (CSR) in Piura's Criminal Justice Modules. An effective information system facilitates strategic and operational decision making, aligning with Freeman's (1984) stakeholder theory, which emphasizes the responsibility of organizations towards their stakeholders. The ability of the information system to manage and provide accurate and timely data is crucial to fulfill ethical and operational responsibilities.

Emotional intelligence also plays a moderate but significant role in CSR. The ability of employees to manage their own emotions and those of others contributes to a more empathetic and ethical work environment. Quy Huy's (1999) emotional capability theory argues that an emotionally capable organization can better manage ethical dilemmas and foster a culture of social responsibility. The results indicate that improving the emotional intelligence of employees can enhance the effectiveness of CSR initiatives (Rodriguez, 2023).

The inclusion of emotional intelligence as an explanatory variable appears to moderate the relationship between the information system and CSR, suggesting the existence of additional mediating or moderating effects. This underscores the complexity of the links between these variables and the need for an integrated approach that considers both information management and emotional skills to improve CSR in the justice sector (Rodríguez, 2023).

Although the effect sizes found in this study are smaller compared to previous research (Gupta, 2019; Upadhyaya, 2020; Huerta, 2022), the results are consistent with existing literature, highlighting contextual and situational differences. These findings suggest that the specific characteristics of Piura's Criminal Justice Modules and local conditions influence the relationship between the studied variables and CSR.

Further studies that delve deeper into the interaction between the information system, emotional intelligence and CSR are recommended. In addition, it is important to explore how these links can be enhanced to foster a culture of social responsibility in justice sector organizations. Future studies could also consider other contextual and situational factors that may influence these linkages, as well as develop more systematic methods for measuring and evaluating CSR in different organizational settings.

This study provides a solid basis for understanding the importance of information management and emotional intelligence in CSR, offering valuable implications for public management and governance in Piura's Criminal Justice Modules. The implementation of strategies that improve these aspects can contribute significantly to the sustainability and competitiveness of these institutions, aligning with the objectives of reform and modernization of the state.

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