

Volume 11, Issue 24 — January — June — 2020

**E
C
O
R
F
A
N**

ISSN-Print: 2007-1582

Journal-Mexico

ISSN-On line: 2007-3682

ECORFAN®

ECORFAN®

Chief Editor

SERRUDO-GONZALES, Javier. BsC

Executive Director

RAMOS-ESCAMILLA, María. PhD

Editorial Director

PERALTA-CASTRO, Enrique. MsC

Web Designer

ESCAMILLA-BOUCHAN, Imelda. PhD

Web Diagrammer

LUNA-SOTO, Vladimir. PhD

Editorial Assistant

REYES-VILLO, Angélica. BsC

Translator

DÍAZ-OCAMPO, Javier. BsC

Philologist

RAMOS-ARANCIBIA, Alejandra. BsC

ECORFAN Journal Mexico, Volume 11, Number 24, June-2020, is a biannual Journal edited by ECORFAN. Itzopan, Mza.143, Lt.50. Col. La Florida, Cd. Azteca. Ecatepec Municipality, State of Mexico. CP.55120, <http://www.ecorfan.org/>, journal@ecorfan.org. Editor in charge: SERRUDO-GONZALES, Javier. Reserves of Rights for Exclusive Use No: 04-2012-032214353400-203. ISSN: 2007-3682. Title and Content Licenses: 15048 both granted by the Commission for the Qualification of Publications and Illustrated Journals of the Ministry of the Interior. Responsible for the last update of this issue ECORFAN Computer Unit. Imelda Escamilla Bouchán, PhD. Vladimir Luna Soto, PhD. Itzopan, Mza.143, Lt.50. Col. La Florida, Cd. Azteca. Ecatepec Municipality, State of Mexico. CP.55120, date of last update June 30, 2020.

The opinions expressed by the authors do not necessarily reflect the position of the publisher of the publication.

It is strictly forbidden the total or partial reproduction of the contents and images of the publication without prior authorization from the National Institute of Copyright

ECORFAN Journal-Mexico

Definition of Journal

Scientific Objectives

Support the international scientific community in its written production Science, Technology and Innovation in the Field of Social Sciences, in Subdisciplines of Economics, computer science, optimization, risk, finance, business and management.

ECORFAN-Mexico SC is a Scientific and Technological Company in contribution to the Human Resource training focused on the continuity in the critical analysis of International Research and is attached to CONACYT-RENIICYT number 1702902, its commitment is to disseminate research and contributions of the International Scientific Community, academic institutions, agencies and entities of the public and private sectors and contribute to the linking of researchers who carry out scientific activities, technological developments and training of specialized human resources with governments, companies and social organizations.

Encourage the interlocution of the International Scientific Community with other Study Centers in Mexico and abroad and promote a wide incorporation of academics, specialists and researchers to the publication in Science Structures of Autonomous Universities - State Public Universities - Federal IES - Polytechnic Universities - Technological Universities - Federal Technological Institutes - Normal Schools - Decentralized Technological Institutes - Intercultural Universities - S & T Councils - CONACYT Research Centers.

Scope, Coverage and Audience

ECORFAN Journal-Mexico is a Journal edited by ECORFAN-Mexico S.C in its Holding with repository in Mexico, is a scientific publication arbitrated and indexed with semester periods. It supports a wide range of contents that are evaluated by academic peers by the Double-Blind method, around subjects related to the theory and practice of Economics, computing, optimization, risks, finance, administration and business with diverse approaches and perspectives , That contribute to the diffusion of the development of Science Technology and Innovation that allow the arguments related to the decision making and influence in the formulation of international policies in the Field of Social Sciences. The editorial horizon of ECORFAN-Mexico® extends beyond the academy and integrates other segments of research and analysis outside the scope, as long as they meet the requirements of rigorous argumentative and scientific, as well as addressing issues of general and current interest of the International Scientific Society.

Editorial Board

AZIZ - POSWAL, Bilal. PhD
University of the Punjab Lahore Pakistan

ANGELES - CASTRO, Gerardo. PhD
University of Kent

CAMPOS - QUIROGA, Peter. PhD
Universidad Real y Pontifica de San Francisco Xavier de Chuquisaca

GARCIA - ESPINOZA, Lupe Cecilia. PhD
Universidad de Santiago de Compostela

MIRANDA - GARCÍA, Marta. PhD
Universidad Complutense de Madrid

MIRANDA - TORRADO, Fernando. PhD
Universidad de Santiago de Compostela

SUYO - CRUZ, Gabriel. PhD
Universidad de Santiago de Compostela

VARGAS - DELGADO, Oscar René. PhD
Universidad de Santiago de Compostela

VILLASANTE, Sebastián. PhD
Universidad de Santiago de Compostela

GUZMÁN - HURTADO, Juan Luis. PhD
Universidad de Santiago de Compostela

Arbitration Committee

BUJARI - ALLI, Ali. PhD
Instituto Politécnico Nacional

GALICIA - PALACIOS, Alexander. PhD
Instituto Politécnico Nacional

GÓMEZ - CHIÑAS, Carlos. PhD
Instituto Politécnico Nacional

MANRÍQUEZ - CAMPOS, Irma. PhD
Instituto de Investigaciones Económicas – UNAM

QUIJANO - GARCIA, Román Alberto. PhD
Universidad Anáhuac Mayab

PÉREZ - SOTO, Francisco. PhD
Colegio de Postgraduados

PÉREZ - RAMÍREZ, Rigoberto. PhD
Universidad Nacional Autónoma de México

SALDAÑA - CARRO, Cesar. PhD
Colegio de Tlaxcala

CAMELO - AVEDOY, José Octavio. PhD
Universidad de Guadalajara

CERVANTES - ROSAS, María de los Ángeles. PhD
Universidad de Occidente

FERNÁNDEZ - GARCÍA, Oscar. PhD
Instituto Politécnico Nacional

Assignment of Rights

The sending of an Article to ECORFAN Journal Mexico emanates the commitment of the author not to submit it simultaneously to the consideration of other series publications for it must complement the Originality Format for its Article.

The authors sign the Authorization Format for their Article to be disseminated by means that ECORFAN-Mexico, S.C. In its Holding Mexico considers pertinent for disclosure and diffusion of its Article its Rights of Work.

Declaration of Authorship

Indicate the Name of Author and Coauthors at most in the participation of the Article and indicate in extensive the Institutional Affiliation indicating the Department.

Identify the Name of Author and Coauthors at most with the CVU Scholarship Number-PNPC or SNI-CONACYT- Indicating the Researcher Level and their Google Scholar Profile to verify their Citation Level and H index.

Identify the Name of Author and Coauthors at most in the Science and Technology Profiles widely accepted by the International Scientific Community ORC ID - Researcher ID Thomson - arXiv Author ID - PubMed Author ID - Open ID respectively.

Indicate the contact for correspondence to the Author (Mail and Telephone) and indicate the Researcher who contributes as the first Author of the Article.

Plagiarism Detection

All Articles will be tested by plagiarism software PLAGSCAN if a plagiarism level is detected Positive will not be sent to arbitration and will be rescinded of the reception of the Article notifying the Authors responsible, claiming that academic plagiarism is criminalized in the Penal Code.

Arbitration Process

All Articles will be evaluated by academic peers by the Double Blind method, the Arbitration Approval is a requirement for the Editorial Board to make a final decision that will be final in all cases. MARVID® is a derivative brand of ECORFAN® specialized in providing the expert evaluators all of them with Doctorate degree and distinction of International Researchers in the respective Councils of Science and Technology the counterpart of CONACYT for the chapters of America-Europe-Asia- Africa and Oceania. The identification of the authorship should only appear on a first removable page, in order to ensure that the Arbitration process is anonymous and covers the following stages: Identification of the Journal with its author occupation rate - Identification of Authors and Coauthors - Detection of plagiarism PLAGSCAN - Review of Formats of Authorization and Originality-Allocation to the Editorial Board- Allocation of the pair of Expert Arbitrators-Notification of Arbitration -Declaration of observations to the Author-Verification of Article Modified for Editing-Publication.

Instructions for Scientific, Technological and Innovation Publication

Knowledge Area

The works must be unpublished and refer to topics of Economics, computer science, optimization, risks, finance, administration and business and other topics related to Social Sciences.

Presentation of Content

In the first chapter we present *The effect of employees' emotional intelligence and engagement on their mental health with a focus on mediating role of mental creativity*, by FAYEGH-MORADIHA, Hadi, SHIRAZIAN, Zahra, SALIMI, Freidoon and FAYEGH-MORADIHA, Mehdi, with adscription in the Islamic Azad University, As a next article we present, *Alternative dispute resolution (ADR), the best option in family matters*, by, GONZÁLEZ-HERNÁNDEZ, Daniel Antonio, REJÓN-JIMÉNEZ, Ysela, TEJERO-BOLÓN, Francisco Javier and VÁZQUEZ-HEREDIA, Pablo Rafael, with adscription in the Universidad Autónoma del Carmen, as a next article we present, *Tourist focus of handmade souvenirs: two markets case of Acapulco*, ROJAS-COPA, Aline Estrella, NIÑO-GUTIÉRREZ, Naú Silverio, NIÑO-CASTILLO, Isaías Naú and NIÑO-CASTILLO, Jacob Elías, whit adscription in the Universidad Autónoma de Guerrero, as the next article we present, *Noise in bars: analysis of an environmental problem in the city*, by OROZCO-MEDINA, Martha Georgina, SÁNCHEZ-JIMÉNEZ, Ilse Denisse and FIGUEROA-MONTAÑO, Arturo, whit adscription in the Universidad de Guadalajara.

Content

Artículo	Page
The effect of employees' emotional intelligence and engagement on their mental health with a focus on mediating role of mental creativity FAYEGH-MORADIHA, Hadi, SHIRAZIAN, Zahra, SALIMI, Freidoon and FAYEGH-MORADIHA, Mehdi <i>Islamic Azad University</i>	1-11
Alternative dispute resolution (ADR), the best option in family matters GONZÁLEZ-HERNÁNDEZ, Daniel Antonio, REJÓN-JIMÉNEZ, Ysela, TEJERO-BOLÓN, Francisco Javier and VÁZQUEZ-HEREDIA, Pablo Rafael <i>Universidad Autónoma del Carmen</i>	12-23
Tourist focus of handmade souvenirs: two markets case of Acapulco ROJAS-COPA, Aline Estrella, NIÑO-GUTIÉRREZ, Naú Silverio, NIÑO-CASTILLO, Isafas Naú and NIÑO-CASTILLO, Jacob Elías <i>Universidad Autónoma de Guerrero</i>	24-34
Noise in bars: analysis of an environmental problem in the city OROZCO-MEDINA, Martha Georgina, SÁNCHEZ-JIMÉNEZ, Ilse Denisse and FIGUEROA-MONTAÑO, Arturo <i>Universidad de Guadalajara</i>	35-46

The effect of employees' emotional intelligence and engagement on their mental health with a focus on mediating role of mental creativity

El efecto de la inteligencia emocional y el compromiso de los empleados en su salud mental con un enfoque en la función mediadora de la creatividad mental

FAYEGH-MORADIHA, Hadi†, SHIRAZIAN, Zahra*, SALIMI, Freidoon and FAYEGH-MORADIHA, Mehdi

Department of Management, Malayer Branch, Islamic Azad University, Malayer, Iran.

ID 1st Author: Hadi, Fayegh-Moradiha / ORC ID: 0000-0001-6036-9836

ID 1st Coauthor: Zahra, Shirazian / ORC ID: 0000-0003-2457-9216

ID 2nd Coauthor Freidoon, Salimi / ORC ID: 0000-0003-4507-4313

ID 3rd Coauthor: Mehdi, Fayegh-Moradiha / ORC ID: 0000-0002-6397-7228

DOI: 10.35429/EJM.2020.24.11.1.11

Received: January 19, 2020; Accepted: June 1, 2020

Abstract

The present study aimed to investigate the effect of employees' emotional intelligence and engagement on their mental health with a focus on the mediating role of mental creativity. This descriptive survey was a quantitative and applied study using cross-sectional method. Statistical population of the study encompassed 57000 employees of Tehran Municipality Organization, from whom 381 persons were selected. The study data was collected by a questionnaire whose validity and reliability were confirmed. In order to analyze the data, structural equation modeling and Smart PLS software were adopted. The findings of the present study confirmed the significant effect of emotional intelligence on mental health among the employees of Tehran Municipality Organization. Moreover, the results revealed the positive and significant effects of the engagement on mental health, emotional intelligence on mental creativity, engagement on mental creativity, and mental creativity on mental health among the employees of Tehran Municipality Organization. Finally, the hypotheses of the study were confirmed.

Emotional intelligence, Mental health, Mental creativity, Engagement

Resumen

El presente estudio tuvo como objetivo investigar el efecto de la inteligencia emocional y el compromiso de los empleados en su salud mental con un enfoque en el papel mediador de la creatividad mental. Esta encuesta descriptiva fue un estudio cuantitativo y aplicado que utilizó un método transversal. La población estadística del estudio abarcó a 57000 empleados de la Organización del Municipio de Teherán, de los cuales se seleccionaron 381 personas. Los datos del estudio fueron recolectados por un cuestionario cuya validez y confiabilidad fueron confirmadas. Para analizar los datos, se adoptó el modelado de ecuaciones estructurales y el software Smart PLS. Los hallazgos del presente estudio confirmaron el efecto significativo de la inteligencia emocional en la salud mental entre los empleados de la Organización Municipal de Teherán. Además, los resultados revelaron los efectos positivos y significativos del compromiso sobre la salud mental, la inteligencia emocional sobre la creatividad mental, el compromiso sobre la creatividad mental y la creatividad mental sobre la salud mental entre los empleados de la Organización Municipal de Teherán. Finalmente, se confirmaron las hipótesis del estudio.

Inteligencia emocional, Salud mental, Creatividad mental, Compromiso

Citación: FAYEGH-MORADIHA, Hadi, SHIRAZIAN, Zahra, SALIMI, Freidoon and FAYEGH-MORADIHA, Mehdi. The effect of employees' emotional intelligence and engagement on their mental health with a focus on mediating role of mental creativity. ECORFAN Journal-Mexico. 2020. 11-24: 1-11.

* Correspondence author: (SHIRAZIAN, Zahra)

† Researcher contributing first author.

Introduction

Emotional intelligence appears to be a developed form attention to human beings in organizations, and is a new and desirable tool provided to the business managers and market theorists to lead individuals and customers inside and outside their organizations in order to meet their satisfaction. Awareness of individuals' emotional intelligence in an organization can help the organizational managers to solve many problems since when they accept that humans differ in terms of emotional intelligence, they will have the same behavioral expectations from all employees (Goleman, 2004). Work engagement is a psychological state in which a person devotes himself to his or her role in an organization. Furthermore, work engagement is considered to do one's best in performing the work roles. It, as a positive construct, has a high potential in explaining the desired organizational outcomes. William Kane, as the first researcher of the field, defines work engagement as truly bending over backwards for performing their work roles (Saks, 2006). Since the employees' mental health has a great influence on their creativity, the issue has been of a particular interest to many communities and organizations. Most people spend a lot of time at workplace; hence, the workplace consists a major part of each individual's life, which can significantly affect his health and his community'. Mental health refers to how individuals evaluate their life.

Such an evaluation may be cognitive. The informed assessment of the overall satisfaction with life leads to experiencing pleasant or unpleasant feelings in response to life (Ghadami, 2017). Organizational creativity is an iterative process of finding solutions to the problems, which brings significant changes to the organization in the pursuit of success. Organizational effectiveness is one of the most significant features of leading organizations, which has a significant relationship with intra-organizational components, including efficiency, creativity and talent. One of the basic issues in organizational theory is organizational efficiency as it is regarded as a benchmark in evaluating organizational performance (Lewis et al., 2009).

In this regard, the present study was to determine the effect of the employees' emotional intelligence and engagement on their mental health with a focus on the mediating role of creativity. In this article, the statement of the problem and theoretical foundations are first addressed and then the empirical background is reviewed. Afterwards, the methodology is covered and the collected data are analyzed. The study is concluded with the findings.

Significant of the Study

Several factors affect individuals' effectiveness in an organization. Emotional intelligence is one of the factors that greatly influence each person's behavior. Emotional intelligence is a kind of emotional information processing that involves an appropriate assessment of emotions in oneself and others, the proper expression of emotions and the adaptive generalizability of emotions (Mayer & Salovey, 2000). Emotional intelligence encompasses a set of non-cognitive abilities and skills increasing an individual's ability to succeed in coping with pressures and environmental constraints. In this regard, emotional intelligence is a variable that seems to be related to individuals and clients' tensions (Rogers et al., 2006). Each organization certainly seeks for finding solutions and creating space in order to create an organizational sense of belonging among its staff in order not only to convey a positive attitude towards the organization and to promote job satisfaction but also to prevent employees from being demotivated and burned out. Thus these committed employees who are the most valuable assets and capital to the organization are to take steps towards excellence and achieve their business and commercial goals. In the case of role engagement, the employees use or express all their physical, cognitive, and emotional aspects (Agyemang & Ofeil, 2013). Mental health is one of the variables that are now of great importance in the workplace, implying that how people evaluate their lives. Individuals' mental health is one of the variables influenced by their job control. In this regard, the managers of successful organizations know that the achievement of organizational goals depends on their employees' mental health as such one of the features of a healthy organization is that the physical and mental health of its employees is as much of importance to its manager as the organizational production and productivity are focused (Paul et al., 2014).

Today's complex life is constantly evolving, and creativity and innovation are a necessity for the continuation of active life. Organizations are increasingly eager to become more creative, invest on their creativity, and understand and develop the conditions leading to creativity within their work environment. Creativity can be a powerful source of work competition. To enhance creativity in the organization and to nurture creative features among the employees, specific circumstances and contexts are required. One of the most important ways to nurture creativity is to construct a creative and flexible structure in an organization (Lewis et al., 2009). The significance of the present study can be explained with regard to the high workload of the Tehran Municipality's staff and their increasing work concerns. Since they spend most of their time in their workplace, the present study was to investigate the effect of employees' emotional intelligence and engagement on their mental health with a focus on the mediating role of mental creativity. We intend to measure the level of employees' affiliation and their mental health. The study further was to assess the employees' engagement and mental health and to examine the impact of emotional intelligence and work engagement on the latter variable.

Theoretical Background of the Research

Emotional intelligence

Emotional intelligence is a concept aiming at explaining and changing the status of human emotions, feelings, and abilities. IQ fails to well-explain the different destinies of individuals with the same educational opportunities and conditions. Ideally, IQ can only explain 20% of life success and the other 80% depends on other factors, and individuals' destiny in many cases depend on skills forming emotional intelligence or EQ (Behbahani, 2014). One of the advantages of emotional intelligence in comparison to IQ is that it is acquired and can be easily learned, developed, improved, and modified. Neither can education nor experience, information, and intelligence determine why a person is successful and another one is not. According to Mayer and Salovey (1997), emotional intelligence is an ability to understand and comprehend emotions to evaluate the thoughts and moods and to adjust them in such a way as to bring about rational-emotional excellence (Golman, 2004).

Work engagement

Work engagement is characterized by concepts such as positive, satisfactory, and work-related mental states through vitality, sacrifice, and fascination indicators. Vitality refers to high energy level and mental resilience at work; sacrifice represents a person's intense engagement with work and experience, sense of meaningfulness, passion, and challenge; and fascination refers to an individual's full concentration and joyful enthusiasm in the work through which the time is spent quickly and one cannot get rid of work easily (Lockwood, 2007). With nurturing work engagement among the employees, positive synergies would be enhanced among the individuals and organizations, leading to positive outcomes for both groups. These outcomes can include positive attitudes, strong sense of belonging (job satisfaction and organizational commitment), mental health such as enhanced positive emotions and decreased burnout, work-related and non-work-related performance, increased intrinsic motivation, individual initiative, leading behaviors, and the acquisition of personal and business resources (Parker et al., 2010).

Mental health

Since the creation of mankind, human beings have always been concerned with their health; however, its physical aspect is generally considered, and less attention is paid to its psychological dimension. According to the World Health Organization, "Unhealthiness does not exclusively refer to a deficiency or sickness; however, it indicated a full status of physical well-being" (Biggs et al., 2010). Kinsberg introduces the mental health as a mastery and skill in proper communication with the environment, especially with three important life spaces, including love, work, and recreation. In his opinion, acquiring the ability to continue work in the future, having a pleasant family environment, avoiding issue which are in conflict the law, enjoying life, and using the right opportunities are benchmarks for mental balance and health (Astbari, 2008). The World Health Organization describes mental health as follows: "Mental health is integrated with the umbrella concept of health, and mental health and indicates the full ability to play social, mental, and physical roles. Unhealthiness is not just a disease along with deficiency (Biggs et al., 2010).

Mental Creativity

For a long period of time, theorists assumed that creativity was an inherited and intrinsic process; thus, it seemed that the world was supposed to nurture a limited number of creative artists, scholars, and talented individuals, and it was not responsible for other people who were not talented. (Straicher et al., 2012). If we consider creativity to be intrinsic, we in many aspects will be in a full agreement with the beliefs of those who perceive intelligence or identity formation as intrinsic. While the basic principle of psychology now allows us to believe that the creativity process is not intrinsic and can be learned. In this process, creativity is not a pre-planned but a variable process (Alavi et al., 2003). There are proposed several definitions for creativity in the literature. In Persian dictionaries, creativity means creation and the ability to combine ideas or creations (Vidergor, 2013).

Empirical Background of the Study

- Ghadami (2017) conducted a study on the relationship between mental health and quality of life culture among married women in Sari. The statistical population of the study consisted of all married women in District II, Sari, Iran, of whom 100 married women were randomly selected as a statistical sample. The results of the study showed a positive and significant relationship between mental health and the quality of life culture among married women in Sari.
- Haghghi and Korbkandi (2017) examined the impact of transformational leadership on employee's engagement. The study was applied in terms of objective and a descriptive survey in terms of data collection. The statistical population included all employees of the National Organization for Civil Registration in Tehran (N=300), of whom 120 persons participated in the study. The results indicated a positive and significant relationship between transformational leadership and employees' engagement.
- Tabarsa and Korbkandi (2017) examined relationship between employee's work engagement and performance. The statistical population of this research is the All staff of the Deputy Directorate for Development and Resources at the Ministry of Economic Affairs and Finance (N=200) formed the study population. The sample size was 80 and the Pearson coefficient for the correlation between employee's engagement and performance was estimated to be 0.438, indicating that there was a positive and significant relationship between these two variables.
- Liqun Wen et al. (2017) studied the influence of leader's creativity on employees' and team creativity with regard to the mediating role of identification with leader. The statistical population of the study encompassed 35 organizations in the UK. They found that leader's creativity had a positive and significant effect on employees' and team creativity. Furthermore, the mediating role of identification with leader influenced employees' and team creativity.
- Nan Hu et al. (2017) investigated the role of conflict and creativity in inter-organizational teams with regard to the moderating role of shared leadership. The statistical population of their study consisted of private companies in China, which were operating in the software industry. The results of their research showed a significant and negative relationship between conflict and creativity in the inter-organizational teams. Moreover, the results suggested that when shared leadership gets stronger, the negative relationship between conflict and creativity decreases.
- Mike et al. (2015) considered the relationship between emotional intelligence and mood. In this research, the emotional intelligence components included self-awareness, self-management, social awareness, and relationship management. They concluded that that these two variables (emotional intelligence and mood) have a significant relationship with each other.

Conceptual Model of the Study

In the present study, Abdullah and Mushtaq's (2018) Emotional Intelligence Model, Schaufeli and Bakker's (2013) work engagement scale, Gorczyński's et al. (2017) mental health, and Huang and Shiau's (2018) measure for employees' mental creativity were used. Accordingly, the researcher developed the study conceptual model of as follows and proposed the following hypotheses:

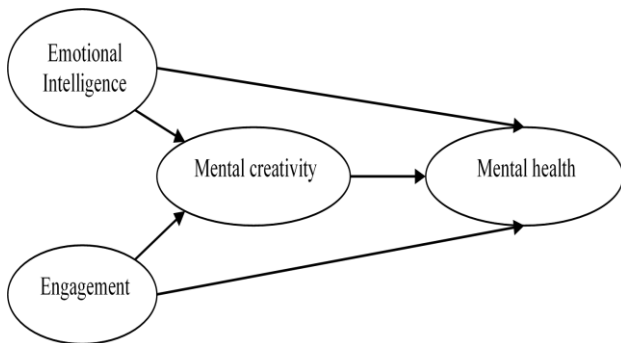


Figure 1 Research conceptual model

Research Hypotheses

- Tehran Municipality employee's emotional intelligence has a positive and significant effect on their mental health.
- Tehran Municipality employee's engagement has a positive and significant effect on their mental health.
- Tehran Municipality employee's emotional intelligence has a positive and significant effect on their mental creativity.
- Tehran Municipality employee's engagement has a positive and significant effect their mental creativity.
- Tehran Municipality employee's mental creativity has a significant and significant effect on their mental health.

Research Methodology

The present study was considered to be applied in terms of research objectives. From the standpoint of the data type, it should be said that, due to the use of the questionnaire and the conversion of qualitative values into quantitative ones, this research was a quantitative study with a positivist approach.

Further, regarding its procedure, since the study was carried out at a point of time, it was cross-sectional. The statistical population of the study consisted of all Tehran Municipality employee (N=57000). According to Morgan's Table, 381 persons were selected as the sample size using stratified sampling method.

It should be noted that the reason for the low sample size and the number (381 individuals) is that the researcher used a Morgan table to estimate the sample size and the sample size was estimated based on this table, which is a global standard table, for the research population (57000 individuals). Therefore, 381 questionnaires were distributed to the respondents and the same number was collected and categorized.

Research Instruments

A questionnaire was used to collect data required in the present study. In this study, four questionnaires were used as follows:

- Emotional Intelligence Questionnaire: To measure the employees' emotional intelligence, a standard questionnaire consisting of eight questions and four components (self-awareness, self-management, social awareness, and relation management) was used.
- Employees' Engagement Scale: A standard questionnaire consisting of nine items and three components (namely vitality, sacrifice, and fascination) was used to assess the employees' engagement.
- Mental Health Questionnaire: To assess the employees' mental health, a standard questionnaire consisting of seven items and two components (namely awareness of information, and self-care knowledge) was used.
- Mental Creativity Questionnaire: To measure mental creativity, a standard questionnaire consisting of nine questions and three components (namely expertise, creative thinking, and motivation) was used.

Confirmatory factor analysis and goodness of fit indices were used to determine the research questionnaire's validity and Cronbach's alpha was used to measure reliability. The result of factor analysis and Cronbach's alpha coefficients are presented in Table 1.

variable	Component	No	Item	Path coefficient	T-value	Cronbach's alpha	KMO	Bartlett			
Emotional intelligence	Self-awareness	1	a1	0.91	17.79	0.912	0.008	0.000			
			a2	0.93	20.32						
	Self-management	2	a3	0.72	14.48						
			a4	0.90	18.20						
			a5	0.86	17.85						
Social Awareness	3	a6	0.91	18.03							
		a7	1.02	20.19							
Relation Management	4	a8	0.87	18.32							
		a9	0.92	10.92							
Employees' engagement	Vitality	5	b1	0.96	20.15				0.900		
			b2	0.70	11.79						
	Sacrifice	6	b4	0.87	17.26						
			b5	0.90	18.42						
			b6	0.93	19.86						
	attracted	7	b7	0.99	21.18						
			b8	0.87	16.92						
			b9	0.93	16.49						
Mental health	Awareness of information	8	c1	0.53	8.79	0.866					
			c2	0.68	14.12						
			c3	0.90	18.38						
			c4	0.84	17.34						
	Self-knowledge	9	c5	0.74	14.45						
			c6	0.87	16.60						
			c7	0.92	18.45						
			c8	0.73	9.76						
Mental Creativity	Speciality	10	d1	0.60	8.53	0.852					
			d2	0.64	8.89						
			d3	0.78	15.03						
			d4	0.98	30.36						
	Creative thinking	11	d5	0.80	14.69						
			d6	0.83	16.71						
	Motivation	12	d7	0.90	18.51						
			d8	0.30	5.41						
EQ			χ^2	df	χ^2/df	RMSEA	GFI	AGFI	NFI		
			36.24	14	2.58	0.06	0.98	0.94	0.99		
Ownership of Employees			χ^2	df	χ^2/df	RMSEA	GFI	AGFI	NFI		
			220.74	124	1.78	0.04	0.93	0.91	0.95		
Mental health			χ^2	df	χ^2/df	RMSEA	GFI	AGFI	NFI		
			45.97	23	1.99	0.07	0.97	0.93	0.98		
Mental Creativity			χ^2	df	χ^2/df	RMSEA	GFI	AGFI	NFI		
			45.28	24	1.88	0.04	0.97	0.95	0.97		

Table 1 Validity and Reliability of research questionnaire

According to Table 1, the Cronbach's alpha coefficients for all components were greater than the recommended value of 0.7, indicating that the reliability of the research questionnaires was acceptable. The KMO index values for each of the four questionnaires were above the minimum level of 0.6 and the significance level of Bartlett's statistics was <0.05 ; therefore, the research sample was sufficient to perform the confirmatory factor analysis. The values of the confirmatory factor analysis for the standard coefficients of each questionnaire were at a suitable level. The T-values of the confirmatory factor analysis for the four questionnaires ranged from +1.96 to -1.96, and revealed an acceptable level. Also, the face and content validity of the questionnaire confirmed its validity. Thus, the validity of the research instrument was accepted. In other words, the research tools can be considered as valid and reliable. Also, the results of goodness of fit indices in the confirmatory factor analysis indicated that all of the four questionnaires were well-fitted.

Research Findings

Demographic Findings

The respondents' outline such as their gender, age, education, service record is examined in Table 2 as it follows:

Variables	Index	Number	Frequency
gender	males	305	80/1
	females	76	19/9
age	under 30 years old	20	5/2
	between 30-40	85	22/3
	between 40-50	180	47/2
	over 50 years old	96	25/2
education	diploma	18	4/7
	bachelor's degree	38	10
	undergraduate education	160	42
	postgraduate and higher degrees	165	43/3
	Service record	less than 5 years	28
	between 5-10	89	23/4
	between 10-15	120	31/5
	more than 15 years	144	37/8

Table 2 Demographic Findings

According to the demographic analysis of the respondents on gender, about 80.1% (305) of the respondents were males and the rest were females, 19.9% (76). Regarding their age, about 5.2% (20) of respondents were under 30 years old, and 22.3% (85) and 47.2% (180) were, respectively, between 30-40 and 40-50, and 25.2% (96) of them were over 50 years old. With respect to the education, 4.7% (18) had a diploma, 10.1% (38) had a bachelor's degree, 42.0% (160) had undergraduate education, and 43.3% (165) had postgraduate and higher degrees. Regarding the service record, about 7.3% (28) of the respondents had a service record less than 5 years, 23.4% (89) and 31.5% (120) with a service record, respectively, between 5-10 and 10-15 years, and 37.8% (144) had a service record of more than 15 years.

Before analyzing the data, their distribution was evaluated using the Kolmogorov-Smirnov test, and it was revealed that the distribution of the variables was not normal. Hence partial least squares method, which can be run in the Smart PLS software, was adopted. Therefore, the covariance-based (SEM) technique based on LISER software cannot be used since it is sensitive to data normality. This technique can be used when the data follow the normality rule.

Thus, the data presented in this research are abnormal, those tests and techniques that are not sensitive to the normality or abnormality of the data should be used.

In other words, the main reason for using Smart PLS software is that the data does not follow a normal distribution. Other factors that can be mentioned include constructive measurement models; good predictive power; model complexity (large number of structures and indices); theory development; convergence study; testing theory and hypothesis; and testing hypotheses involving moderating variables. Therefore, the best technique for data analysis is to use the partial least squares approach that is applied in this research. The visual output, estimation of hypotheses, path coefficients, and significant coefficients are shown in the following figures.

Structural Path Coefficients of Research Hypotheses

The Document related to using the scales

The Partial Least Squares technique is a non-parametric method that is a good substitute for the structural equation model. The partial least squares method is less sensitive to sample size and data normality is not necessary. While, massive data volumes are needed to perform the structural equation technique and the LISREL software.

Similar to the structural equation model in the figure, two concepts of the latent variable and the observed variable must also be shown. These variables can be independent or dependent. The observed variables are the items or questions that are displayed in the rectangles in the following figure:

The least squares model is partitioned into two outer and inner models: the outer model indicates the relationship between items (questionnaire questions) and factors (latent factors) and it is equivalent to confirmatory factor analysis or measurement model in LISREL and AMOS software. The inner model is similar to the path analysis and structural part of a structural equation model. After testing the outer model, it is necessary to develop an inner model that indicates the relationship between the latent variables.

The research hypotheses can be examined by using the inner model. Standard estimation is used to identify the strength and direction of the relationship between the components. These values should be above 0.3, which are also indicated in the following figure:

Whatever the factor loading is higher, the greater is the strength of the relationships. The t-statistic should be estimated for examining the significance. For this purpose, bootstrapping or jackknife cutting is used. If the t-statistic is above 1.96, the relationship is significant. Unlike the structural equation model, there are not many indicators for fitting in the partial least squares. Three indices are commonly used to fit the inner model, including R2 coefficient of determination, GOF, Q2 Blindfolding. Therefore, these indices are used to determine whether the model has a desirable fitting. Then, the aforementioned issues have been discussed in the following figures.

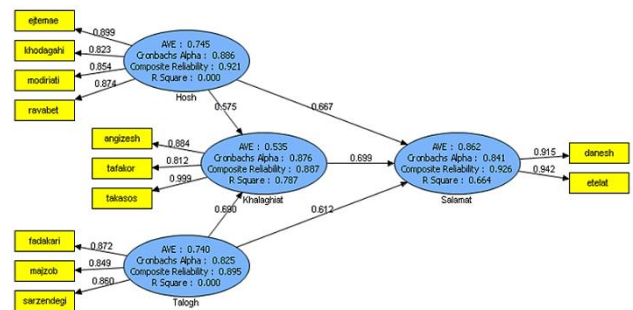


Figure 2 Structural path coefficients of research hypotheses

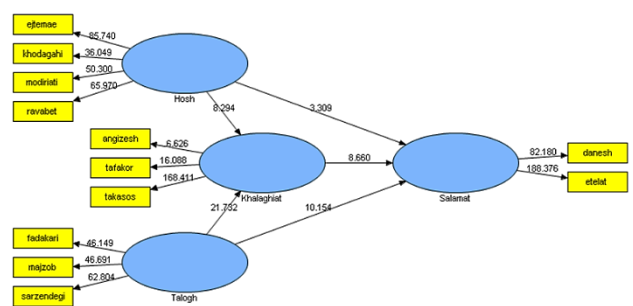


Figure 3 Estimation of P-values for research hypotheses

Since the study models for the main hypothesis were set at the confidence level of 0.92 and at the error level of 0.01, the minimum acceptable value for the T-statistics is 1.96. As the above figure shows, the path coefficients of the research hypotheses were significant. Table 3 presents the path coefficients along with the P-values, and direct and indirect effects.

Research hypotheses	path From	To	direct effect	indirect effect	Total effect	t-value	Result
First	EQ	Mental health	0.667	---	0.667	3.309	Confirmed
Second	Engagement	Mental health	0.612	---	0.612	10.154	Confirmed
Third	EQ	Mental Creativity	0.575	---	0.575	8.294	Confirmed
Fourth	Engagement	Mental Creativity	0.690	---	0.690	21.732	Confirmed
Fifth	Mental Creativity	Mental health	0.699	---	0.699	8.660	Confirmed

Table 3 P-values and path coefficients for the structural path model of research hypotheses

The above table showed that the emotional intelligence directly affected mental health (0.677), engagement with a value of 0.612 directly affected mental health, emotional Intelligence with a value of 0.575 had a direct impact on mental creativity, engagement with a value of 0.690 directly affected mental creativity, and mental creativity with a value 0.699 directly influenced mental health. All paths were statistically significant at 0.99 and the error level of 0.01.

After assessing the research hypotheses, the quality indices or fit indices of the model hypotheses should be assessed. In structural path modeling, there are three categories of indices for this purpose: outer model indices, inner model indices, and total model indices. In the table below, these three indices are shown.

Variables	outer model indices			inner model indices		Model quality indices		
	α	ρ	AVE	r^2	Q^2	Com	Red	GOF
Emotional intelligence	0.886	0.921	0.745	---	0.627	0.745	---	0.734
Employee engagement	0.825	0.895	0.740	---	0.619	0.740	--	
Mental health	0.841	0.926	0.862	0.664	0.710	0.862	0.551	
Mental Creativity	0.876	0.887	0.535	0.787	0.546	0.619	0.261	

Table 4 Evaluation of inner, outer, and total model indices of research hypotheses

Since the Cronbach's alpha coefficients and the composite reliability was >0.7 , the model blocks had an acceptable reliability. Also, the AVE index value was also greater than the minimum value of 0.5; thus, the outer model indices were in an acceptable status. The evaluation indices of the inner model also revealed that the model was in an acceptable status since the coefficients of determination were at a high level and the Stone-Geisser Criterion (Q^2) was not zero. The total model indices were also in an appropriate status, and the GOF index confirmed that the model could predict the research hypotheses up to 0.73.

Discussion and Conclusion

The present study aimed to examine investigate the effect of Tehran Municipality employees' emotional intelligence and engagement on their mental health with a focus on the mediating role of mental creativity. Based on the test results for the first hypothesis, it was determined that employees' emotional intelligence had a direct effect on their mental health (0.667). The findings was in line with the findings of Tabarsa and Korbkandi (2017), Balouch (2016), Tavangar (2015), Mortazavi and Monirian (2015), Heidari (2015); Lekwan et al. (2017), Nan Hu et al. (2017); Mike et al. (2015), and Woroujim and Derval (2010). The results of the second hypothesis testing showed that the Tehran Municipality employees' engagement (0.612) had a direct effect on their mental health. The findings were in a similar vein with the findings of some other researchers, including Ghadami (2017); Haghghi and Korbkandi (2017); Tabarsa and Korbkandi (2017); Heidari (2015); Lekwan et al. (2017), Nan Hu et al. (2017), and Mike et al. (2015). The third hypothesis also confirmed the direct effect of Tehran Municipality employees' emotional intelligence on their mental creativity (0.575). This finding confirmed the findings of Ghadami (2017), Tavangar (2015), Mortazavi and Monirian (2015), Heidari (2015); Mike et al. (2015), Behbahani (2014); Fabin (2012), and Ahmad et al. (2012). The results obtained from the analysis of the fourth hypothesis indicated that the Tehran Municipality employees' engagement (0.690) had a significant effect on their mental creativity. The results of this research hypothesis were in agreement with the findings of Haghghi and Korbkandi (2017), Tabarsa and Korbkandi (2017), Balouchi (2016), Behbahani (2014), Fabin (2012), and Ahmad et al. (2012). Finally, the test results for the fifth hypothesis showed that Tehran Municipality employees' mental creativity had a positive effect on their mental health (0.699). This finding confirmed the findings of Tabarsa and Korbkandi (2017), Balouchi (2016), Tavangar (2015), Mortazavi and Monirian (2015), Heidari (2015), Lekwan et al. (2017), and Woroujim and Derval (2010).

Based on the results of analyzing the research hypothesis, it can be inferred that the mental health of the employees in the organization will be enhanced by increasing their emotional intelligence, and hence, it will improve the performance and empowerment of employees in the organization.

Moreover, emotional intelligence enhances employees' mental creativity and enables them to take steps in solving their organizational and occupational problems by taking initiative and using their minds to solve the problem. It is worth noting that as the mental creativity and health in the employees increase, the managers of the organization will also have a sense of confidence and belonging that their subordinates have achieved to the extent that they have stepped in line with the vision and mission of the organization, and it gives the organization a competitive advantage over other organizations.

Based on the findings of these hypotheses, it is recommended that emotional intelligence tests be used to recruit individuals in this organization (Tehran municipality) so that the most competent selected ones will be the most intelligent persons in organizational positions. The organization managers should take steps towards nurturing the employees' engagements through creating an appropriate and suitable space for their employees. They should also enhance their employees' energy level and mental health and increase their feelings of meaningfulness and desire to work. When recruiting the employees, the managers are also suggested to pay particular attention to their individual attributes. Regarding the order of their significance, these attributes respectively are individual intelligence, emotional intelligence, personality, creativity, and motivation since individuals with higher mental creativity and intelligence level can better have an accurate interpretation of the information. The following measure are also recommended to be adopted in organizations: encouraging creative efforts by employees, using new ideas for reforming work processes, setting up regular meetings to solve problems and learning from experiences, developing proposal systems in the organization, and increasing the possibility of interacting with others. These in turn would promote the employees' work engagement in the organization.

Suggestions for Future Research

Conducting a research opens a door for the future researches and the need for more studies becomes observable. The following subjects are recommended for other researchers. According to the results of the present study, future researchers are suggested to:

- Compare and analyze the variables of emotional intelligence and mental creativity with other variables such as innovation and organizational intelligence.
- Measure the employees belonging variable along with other components such as organizational commitment and quality of working life and compare its results with the those presented in this study.
- Investigate the effects of improving employees' mental health on job motivation and competency principles in other organizations and compare its results with the those presented in this study.
- Conduct a research on the relationship between mental creativity and emotional intelligence in other organizations as well as other state-owned and private companies and analyze and compare the results.
- Consider the emotional intelligence variable along with other organizational variables such as self-esteem and social responsibility.

Research Limitation

There are limitations to any research project that are beyond the researcher control and have other reasons, including environmental factors. Generally, these limitations inevitably affect the research process. Introducing and describing the factors that indicate the scope and limitations of a research are among the merits of a scientific work and are usually considered by reviewers (Mansurian, 2010). There are also some limitations to this research, as it follows:

- Gaining the trust of the sample population to fill the questionnaire was one of the problems encountered in this study.
- Situational differences, such as the time of filling the questionnaire, the mental condition of the respondents, and other variables, make it difficult to generalize the findings.

Data gathering based on the questionnaire is another limitation to the research. Since the questionnaire measures individuals' perception of reality, one should not overlook the possibility that this perception be not fully consistent with the reality.

References

- Abdullah Alam, Mushtaq Ahmad, (2018). "The role of teachers' emotional intelligence in enhancing student achievement", *Journal of Asia Business Studies*, <https://doi.org/10.1108/JABS-08-2015-0134>.
- Agyemang. C.B., Ofeil. B. S. (2013). Employee work engagement and organizational commitment: a comparative study of private and republic sector organization in Ghana. *European Journal of Business and Innovation Research*, Vol.1, No.4: 20-33,
- Alavi, S. H. R., Khezri, M., & Ghezel Eiagh, M. (2003). On the relationship between employees' creativity and organizational atmosphere, *Journal of Management Message*, No.7 & 8, pp. 133-160.
- Behbahani, A. A. (2014), a comparative Study of the Relation between Emotional Intelligence and Employee's Performance. *Procedia - Social and Behavioral Sciences* 30, pp 386 -389.
- Biggs, D., Hovey, N., Tyson, P.J. and MacDonald, S. (2010), Employer and employment agency attitudes towards employing individuals with mental health needs, *Journal of Mental Health*, Vol. 19, pp. 505-16.
- Cai, W., Khapova, S., Bossink, B., Lysova, E., & Yuan, J. (2020). Optimizing employee creativity in the digital era: Uncovering the interactional effects of abilities, motivations, and opportunities. *International Journal of Environmental Research and Public Health*, 17(3), 1038.
- Christensen-Salem, A., Walumbwa, F. O., Hsu, C. I. C., Misati, E., Babalola, M. T., & Kim, K. (2020). Unmasking the creative self-efficacy-creative performance relationship: the roles of thriving at work, perceived work significance, and task interdependence. *The International Journal of Human Resource Management*, 1-27.
- Del Carmen Pérez-Fuentes, M., Linares, J. J. G., Jurado, M. D. M. M., Márquez, M. D. M. S., & Martínez, Á. M. (2020). The mediating role of cognitive and affective empathy in the relationship of mindfulness with engagement in nursing. *BMC Public Health*, 20(1), 1-10.
- Ghadami, M. (2017). An investigation of the relationship between mental health and the quality of life culture among married women in Sari. *First International Conference on Culture, Psychopathology and Education*.
- Golman, Daniel, (2004). *Emotional Intelligence*. Translated by Nasrin Parsa, Roshd pub. (3rd Ed.).
- Gong, Y., Wu, Y., Huang, P., Yan, X., & Luo, Z. (2020). Psychological Empowerment and Work Engagement as Mediating Roles Between Trait Emotional Intelligence and Job Satisfaction. *Frontiers in Psychology*, 11.
- Giao, H. N. K., Vuong, B. N., Huan, D. D., Tushar, H., & Quan, T. N. (2020). The Effect of Emotional Intelligence on Turnover Intention and the Moderating Role of Perceived Organizational Support: Evidence from the Banking Industry of Vietnam. *Sustainability*, 12(5), 1857
- Haghighi, M. A. & Korbkandi, M. (2017). The impact of transformational leadership on employee's engagement. *Annual Conference of New Paradigms of Management in the Field of Intelligence*.
- Lewis; Herdert F. lock and sexton (2009). Organizational capability, efficiency, and effectiveness in major league Baseball: 1901-2002, *European Journal of operational Research* 731-740
- Li-Chun Huang, Wen-Lung Shiau, (2018). "Factors affecting creativity in information system development: Insights from a decomposition and PLS-MGA", *Industrial Management & Data Systems*, Vol. 117 Issue: 3, pp.496-520, <https://doi.org/10.1108/IMDS-08-2015-0335>.

- Liqun Wen, Mingjian Zhou , Qiang Lu , (2017). The influence of leader's creativity on employees' and team creativity: Role of identification with leader, *Nankai Business Review International*, Vol. 8 Iss: 1, pp.22 – 38.
- Lockwood, N. R. (2007). "Leveraging employee engagement for competitive advantage: HR's strategic role". *HR Magazine*. Vol. 52, No. 3, pp. 1-111.
- Marin-Garcia, J.A., & Alfalla-Luque, R. (2019). Key issues on Partial Least Squares (PLS) in operations management research: A guide to submissions. *Journal of Industrial Engineering and Management*, 12(2), 219-240. <https://doi.org/10.3926/jiem.2944>.
- Mayer, Y.D salovey PQ and Caruso, D. (2000). Models of emotional intelligence In R.Y Sternberg (ed) *Hand book of intelligence* (pp.396-420) new York.
- Mike Eniola and Busari A.O(2015). Emotional Intelligence in Promoting Self-Efficacy of the visually Impaired Fresh students of Federal College of Education. *Nigeria Journal of Medwell*. Vol 2.page:152-155.
- Nan Hu , Zhi Chen , Jibao Gu , Shenglan Huang , Hefu Liu. (2017). Conflict and creativity in inter-organizational teams: The moderating role of shared leadership, *International Journal of Conflict Management*, Vol. 28 Iss: 1, pp.74 – 102.
- Parker, S. L., Jimmieson, N. L. & Amiot, C. E. (2010). Self-determination as a moderator of demands and control: Implications for employee strain and engagement. *Journal of Vocational Behavior*. 76, 52-67.
- Paul, Gorczyński. Wendy, Sims, Schouten. Denise, Hill. Janet, Clare Wilson, (2017), "Examining mental health literacy, help seeking behaviours, and mental health outcomes in UK university students", *The Journal of Mental Health Training, Education and Practice*, Vol. 12 Iss 2 pp. 111 – 120.
- Pawel, D. Mankiewicz; Johan Truter (2014). "Creating and establishing a recovery-oriented clinical psychology provision across an acute care mental health pathway", *Ethical obligation and clinical reality*, *Mental Health and Social Inclusion*. *Mental Health and Social Inclusion*, Vol. 18, pp. 98 -104.
- Rogers P, Qualter P, Phelps G, Gardner K. (2006). Belief in the paranormal, coping and emotional intelligence. *Pers Individ Dif*.41 (6): 1089-1105.
- Saks A. M. (2006), Antecedents and consequences of employee engagement. *Journal of Managerial Psychology*, Vol. 21, No. 7.
- Schaufeli, W., & Bakker, A. (2013). UWES Utrecht Work Engagement Scale. Preliminary Manual [Version 1, November 2003]. Utrecht University: Occupational Health Psychology Unit.
- Streicher B, Jonas E, Maier G W, Frey D and Spießberger A (2012) Procedural Fairness and Creativity: Does Voice Maintain People's Creative Vein Over Time? *Creativity Research Journal*. 24 (4) 358-63.
- Tabarsa, G. & Korbkandi, M. (2017). An investigation on the relationship between the employees' work engagement and their performance. *Annual Conference of New Paradigms of Management in the Field of Intelligence*.
- Vidergor H. (2013). Profiles of creativity: A case study of a creative personality, *International Journal for Talent Development and Creativity*, Vol. 1, No. 1, 125- 135, 2013.

Alternative dispute resolution (ADR), the best option in family matters

Medios alternativos de solución de controversias (MASC), la mejor opción en materia familiar

GONZÁLEZ-HERNÁNDEZ, Daniel Antonio†*, REJÓN-JIMÉNEZ, Ysela, TEJERO-BOLÓN, Francisco Javier and VÁZQUEZ-HEREDIA, Pablo Rafael

Universidad Autónoma del Carmen, Mexico.

ID 1st Author: *Daniel Antonio, Gonzalez-Hernández* / ORC ID: 0000-0003-4730-7029, Researcher ID Thomson: G-2053-2018, CVU CONACYT ID: 900016

ID 1st Coauthor: *Ysela, Rejón-Jiménez* / ORC ID: 0000-0002-7829-5457, Researcher ID Thomson: G2089-2018, arXiv ID: yselab60, CVU CONACYT ID: 900052

ID 2nd Coauthor: *Francisco Javier, Tejero-Bolón* / ORC ID: 0000-0002-6561-5618, Researcher ID Thomson: G-2461-2018, arXiv ID: FranciscoTejero, CVU CONACYT ID: 900093

ID 3rd Coauthor: *Pablo Rafael, Vázquez-Heredia* / ORC ID: 0000-0002-2906-2323

DOI: 10.35429/EJM.2020.24.11.12.23

Received January 12, 2020; Accepted June 30, 2020

Abstract

The objective of this research project is to show in concrete terms the importance of Alternative Dispute Resolution Means in family matters, as well as all the benefits and advantages of resorting to them. It is noteworthy that the Alternative Dispute Resolution Means, as mentioned below, we can call them novel, but not new, since they existed in some procedural legal areas already in application, such as Agrarian Law, Labor Law and in some administrative procedures such as procedures before the Federal Consumer Protection Agency. However, its incorporation as an immediate resolution of a conflict in all legal areas and prior to, and even after having initiated the procedure, is what makes this something new, which will allow those who resort to the utility of these Mechanisms, to a more prompt justice, to obtaining his justice, and to the satisfaction of his claim by giving this same possibility and opportunity to the one with whom the conflict has been had. This sample will be carried out, through the application of surveys and the realization of a brief study compared with other countries, that allows us to propose ideas and later strategies for a correct diffusion of these alternative media to society in general, which great part of this is still unknown. The possible results that we intend to obtain through the application of the surveys is to know the knowledge that society has in our environment about the existence of these alternative mechanisms, and how much they know about them, how much population approximately knows about them, as well as whether have resorted to them, how many people have resorted to and if so, how efficient and effective they consider the use of these mechanisms. This work will be carried out under an exploratory-descriptive approach, in the same way a data collection will be used in a quantitative way, since surveys will be applied to demonstrate the level of knowledge on the subject to be studied among the selected population. The contribution of this project will be to publicize, inform and bring the population closer to opting for Alternative Dispute Resolution Mechanisms as the first option to resolve their family legal disputes, thus avoiding long and costly processes, opting for a solution through the culture of peace, free and fast.

ADR, Family, Law

Resumen

Este proyecto de investigación tiene como objetivo, mostrar en rasgos concretos la importancia que tienen los Medios Alternativos de Solución de Controversias en materia familiar, así como todos los beneficios y ventajas de recurrir a ellos. Es de destacar, que los Medios Alternos de Solución de Controversias como se ha de mencionar más adelante, podemos denominarlos novedoso, mas no nuevo, puesto que existían en algunas áreas jurídicas procesales ya en aplicación, como en el Derecho Agrario, Derecho Laboral y en algunos procedimientos administrativos como en procedimientos ante la Procuraduría Federal del Consumidor. Sin embargo, su incorporación como una inmediata resolución de un conflicto en todas las áreas jurídicas y de manera previa, e incluso, posterior a haber iniciado el procedimiento, es lo que hace de este algo novedoso, que permitirá a quien recurra a la utilidad de estos Mecanismos, a una justicia más pronta, a la obtención de su justicia, y a la satisfacción de su pretensión dando esta misma posibilidad y oportunidad a aquel con quien se ha tenido el conflicto. Esta muestra se llevará a cabo, a través de la aplicación de encuestas y la realización de un breve estudio comparado con otros países, que nos permita plantear ideas y posteriormente estrategias para una correcta difusión de estos medios alternativos a la sociedad en general, que gran parte de esta los desconoce aún. Los posibles resultados que pretendemos obtener mediante la aplicación de las encuestas, es saber el conocimiento que tiene la sociedad en nuestro entorno acerca de la existencia de estos mecanismos alternos, y que tanto conocen de ellos, cuanta población aproximadamente conoce de ellos, así como si han recurrido a ellos, cuanta gente ha recurrido y de ser así, que tan eficiente y eficaz consideran la utilización de dichos mecanismos. Este trabajo se efectuará bajo un enfoque exploratorio-descriptivo, de igual forma se hará uso de una recolección de datos de forma cuantitativa, debido a que se aplicarán encuestas para demostrar el nivel de conocimiento sobre el tema a estudiar entre población seleccionada. La contribución de este proyecto será dar a conocer, informar y acercar a la población a que opten por los Mecanismos Alternativos de Solución de Controversias como primera opción para resolver sus controversias legales familiares, evitando así largos y costosos procesos, optando por una solución mediante la cultura de paz, gratuita y rápida.

MASC, Familia, Derecho

Citation: GONZÁLEZ-HERNÁNDEZ, Daniel Antonio, REJÓN-JIMÉNEZ, Ysela, TEJERO-BOLÓN, Francisco Javier and VÁZQUEZ-HEREDIA, Pablo Rafael. Alternative dispute resolution (ADR), the best option in family matters. ECORFAN Journal-Mexico. 2020. 11-24:12-23.

† Researcher contributing first author.

Introduction

Every individual has their own ideals, beliefs, convictions and diverse ways of solving the situations that arise from day to day in everyday life. Due to these different ways of thinking between individuals, we consider it normal that there are always disagreements between two or more people on different topical aspects, tendencies, preferences, beliefs, etc., including also those related to Law, and specifically as the basis of our work. , Family Law.

A large part of the general population has the belief and therefore the knowledge that the only way to solve legal problems of a family nature is by hiring the services of a lawyer, who will provide technical assistance in the preparation of the respective jurisdictional process. , that is, an extensive and expensive trial, which, in a mechanized way, if said professional is lacking in probity, will only seek to win the case and sometimes even harm the other party, forgetting whether or not the client is entitled to , the satisfaction of the demanded and above all the obtaining of real justice, leaving it to the design of a sentence handed down by a judge.

This is where a very important figure for the resolution of these conflicts comes in, such as the Alternative Dispute Resolution Means (ADR), which are presented as the fastest and most effective way to resolve legal issues, including family law, The same that, resolved through a trial, would be tedious, long and expensive; That is why the consideration of ADR as an inclusive part of the culture of peace, offers and grants a fast and effective alternative, thus facilitating to a great extent, the resolution of controversies between the parties, through the signing of agreements where both parties make a profit and are not affected.

The ADR allow the participants the private solution of conflicts or controversies among themselves, based on principles that govern it for the proper development and to reach the preponderant objective that is the satisfaction of the parties, (as in the case of mediation and negotiation) or by the intervention of an impartial third party who proposes or dictates solutions (such as conciliation and arbitration); these alternative means are generally handled by sessions and the parties can decide when to end the dispute by reaching an agreement at any time during the session.

Unfortunately, despite how effective, fast and economical it is to resort to these alternative solutions, it is still an alternative little used and we could well say, unknown to society, this mainly due to the lack of dissemination and culture of the peace among citizens, so strategies must be sought and proposed to be able to insert the existence and convenience of these mechanisms, in the mentality of the people, so that it is their first option before even thinking about the possibility of starting an annoying and tired judgment.

The Alternative Means of Dispute Resolution is the proposal of the culture of peace, to solve family conflicts, being something equitable and fair for the parties. Citizen training in the culture of peace will allow citizens to generate actions and commitments to resolve their disputes in a peaceful manner and promote action while respecting the rights of others and the laws that protect them. In particular in family matters, it is essential that society has training in the culture of peace since it is where the socialization of the human being begins.

Discussion

Concept of ADR

Conflicts are part of the nature of the human being, legally when a person is violated a right this has different ways of enforcing what it deems appropriate. On many occasions, these forms attract various legal consequences, in this sense the laws have evolved to provide alternatives for the parties to quickly resolve their conflicts Lara Mendoza M. (2008).

It is in this part, is where "Alternative Dispute Resolution Means" (ADR) come in, which are tools that are increasingly used to resolve disputes in a friendly manner and without the need to resort to adversarial means, such as the litigation. Cossío González F. (2014). These means encompass different possibilities that people involved in a legal problem have to solve it, as mentioned before, without the intervention of a judge or a judicial process, so they are solved in an expeditious, simple, agile, efficient way , effective and with full legal effects.

The protagonists at all times are the parties, they seek the solution to the conflict directly between them (negotiation) or through the intervention of an impartial third party (such as mediation, conciliation and arbitration).

ADRs in Mexico

With regard to the Mexican country, it has been immersed since time immemorial in endless disputes and conflicts between its inhabitants, day by day the number of complaints, lawsuits and trials that are being carried out and those that are remain to be resolved; Therefore, the judicial system is being stunted, causing an accumulation of unresolved situations that indirectly forces the jurisdictional authorities to violate the principle of prompt and expeditious justice.

Alternative Dispute Resolution Means arise in Mexico precisely from the need to modernize the traditional justice system, with the clear objective of offering citizens a simple, fast and economical option to solve their conflicts and, incidentally, decongest the burden of work that exists in the courts of the different judicial districts of the country.

The first incorporation of these mechanisms to the Mexican Judicial Power occurred in Quintana Roo in 1997, when the Alternative Justice Law was published and consequently the first Legal Assistance Center was created, this was a decentralized body of the Judicial Power, whose primary objective It was for individuals to resolve their disputes of a legal nature of an exclusively private nature; Therefore, it is important to note that many of the states followed the example of Quintana Roo, by implementing an alternative justice law and creating institutions belonging to the Judiciary to offer mediation and conciliation services. Breceda Pérez J. A. (2017).

However, despite the efforts of several states to implement external solutions, they could not be consolidated because they were unknown methods and not completely governed by law; This changed radically with the reform of article 17 of the Federal Constitution in 2008, which states: "The laws will provide for alternative dispute resolution mechanisms."

Here the ADRs managed to gain a bit of prominence in the country, by virtue of the fact that it is recognized for the first time as a human right and as a constitutional guarantee the possibility of the parties to resolve their conflict without the need for the State to intervene. In a direct way.

After this important constitutional reform, the federal Judicial Power stated that both judicial protection and alternative dispute resolution mechanisms are on the same constitutional level, with the same dignity, legal force and with the same purpose: to solve conflicts. Nava González W. (2017)

ADRs in other countries (Comparative Law)

In order to carry out a complete and in-depth study about Alternative Dispute Resolution Mechanisms applied in the family environment in order to visualize their correct application and dissemination to society, it is important to carry out an analysis compared with other countries to verify how these, They have been carrying out the application of the mechanisms, their results, their significance, and the differences or similarities between Mexican and foreign legislation. It should be noted that in some countries they have highlighted some mechanisms over others, being able to use only some alternatives of all the existing ones to resolve their family conflicts, such as mediation.

To begin with, mediation as it is known today is an adaptation of what already existed in other cultures ages ago; For example, in China it was a basic resource in the resolution of disagreements and today it is still exercised through the popular conciliation committees Xinwei L. (2017).

Along the same lines, in addition to China, Argentina is another of the countries that is involved in the ADR issue, specifically in mediation; Such is the case that Law 24573 of October 4, 1995 relative to Civil and Commercial Mediation and Conciliation began to apply from April 23, 1996. In its first article it establishes that "family matters may be the subject of mediation in both are not excluded from it "; imposing a strict and mandatory nature of this prior, extrajudicial means in all trials, excepting cases of separation and divorce, marriage nullity, filiation and parental authority, as well as the patrimonial issues derived from these in which case the judge must divide the processes, excluding the mediator's patrimonial part, which will have the objective of promoting communication between the parties to the dispute. However, the parties may be exempt from this compliance if they prove that there was a mediation process before the corresponding Ministry of Justice before the start of the case.

This law establishes that among the requirements to be a mediator is being a lawyer and having had the required training. Differentiating it from Mexican legislation, in our country this figure may not only be a lawyer but also a psychologist or social worker; This is due to the importance of the mediator knowing how to handle the issues to be discussed, as well as the emotions involved in them. However, it has the similarity with other laws, including ours to provide for the creation of Registries of Mediators, but regarding its constitution, organization, updating, and administration, it will be the responsibility of the Ministry of Justice of the Argentine Nation.

Now, since in Argentina one of the fundamental and mandatory requirements is mediation to initiate a judicial process, it is to be expected that the law itself will establish judicial approval in the event that the mediators reach agreements in said procedure. For this reason, Argentina is considered to be one of the most advanced and experienced countries in terms of the family mediation process, not only due to the fact that it has a law that not only establishes the binding nature of the final agreement between the mediators, but also the enforceable force that these agreements have, thereby giving security and certainty to the people immersed in the mediation process, a process that is required to be established prior to a judicial process, thereby seeking that the parties themselves reach the resolution of their conflicts.

Speaking of the first developed countries on the subject of mediation in family matters in Europe, England and France were the pioneers in developing it, being that, in Germany, Belgium, France, England, Wales, Ireland, the Netherlands and Switzerland, it is a common and widely used process.

In Norway, for example, it is mandatory to attend the first mediation information session when there are children under the age of 16 in the separation process, which could be taken into account in our mediation legislation to prioritize the best interests of girls, children and adolescents.

The first experiences of family mediation appeared in Spain timidly in the second part of the eighties, being implanted and spreading during the nineties, currently finding ourselves in a moment of attempting to generalize its use through its legal regulation through laws, autonomic family mediation. The pioneering Autonomous Communities in the application of family mediation programs were Catalonia and Galicia.

The different family mediation laws are proof of the progress that is taking place in the implementation of the culture of mediation in Spain. Catalonia was the first region where family mediation was regulated (Law 1/2001 of Catalonia). It was followed by Galicia (Law 4/2001), Valencia (Law 7/2001), the Canary Islands (Law 15/2003), Castilla La Mancha (Law 4/2005), the Balearic Islands (Law 18/2006), Castilla y León (Law 1 / 2006), Madrid (Law 1/2007), Asturias (Law 3/07) and the Basque Country (Law 1/08).

Several of these Autonomous Communities already have Family Mediation Regulations: Catalonia, Galicia, Canarias, Castilla León.

The rest of the Autonomous Communities without a mediation law plan to approve it in the coming years.

A comparative reading of them shows considerable differences in terms of what type of conflicts will be mediated, the conditions for professionals to act as mediators and in relation to the concept of mediation.

Work is being done on the development of a state family mediation law that unifies the foundations and basic aspects of this professional activity.

The aforementioned European Union directive on aspects of mediation in civil and commercial matters must also be transposed into Spanish law in the coming years.

Family mediation encompasses several types of mediation depending on who its members are. Intergenerational mediation between parents and children is very useful to help overcome the crisis of the family life cycle that appears between parents and adolescents. Sibling mediation to organize the care of disabled parents is expanding due to the aging of the European population. Another modality is mediation in family businesses.

Family Mediation is being carried out at a private and public level in Spain. Subsidies have been granted since the 1990s to offer this resource free of charge to the population. Some Programs offer only mediation, but in most cases this help is offered along with others that complement it, such as family counseling or therapy.

The Family Guidance Centers (COF) were the prelude to the current Family Support Centers (CAF) that in Town Halls such as Madrid offer guidance, mediation and family therapy.

The current trend is to create Centers that offer the greatest possible number of resources that a family may need throughout the life stages it is going through. It is intended to work from an ecological and interdisciplinary model, in which the user can receive several simultaneous interventions without having to travel to different places, which allows a more specialized and appropriate attention to their interests.

ADR in Family Matters

Now, entering these alternative mechanisms in the family sphere, in Mexico, the figure of mediation is mainly used to resolve conflicts of this nature. For the author Lisa Parkinson (2005), family mediation is "a process in which an impartial third person helps those involved in a family breakdown, and especially couples in the process of separation or divorce, to communicate with each other and to reach their own joint decisions, on the basis of sufficient information, regarding some or all of the issues related to separation, divorce, children, the economy or family wealth. "

Fernando Romero Navarro (2002), conceives family mediation as "an intervention in a conflict or a negotiation by a third person acceptable to the parties, impartial and neutral without any decision-making power and that aims to help them to themselves develop an arrangement that is workable, satisfactory and capable of meeting the needs of all members of a family, particularly those of sons and daughters. "

From what has already been stated, it can be understood in a broad sense that family mediation (the most used alternative in Mexico) is the cooperative system for managing and resolving conflicts between the members of a family that, Through a non-judicial, voluntary, confidential process, facilitated by the mediator, who is an impartial, neutral third party, suitably trained and without any power of decision; It enables communication between the parties so that they try to translate common interests into a viable and stable agreement that is satisfactory for both, and also meets the needs of the family group, especially those of minors and the disabled.

The family is a system made up of subsystems, the conjugal, the parental and the fraternal, so the person immersed as a mediator must work taking into account the above, prioritizing the best interests of girls, boys and adolescents to guarantee their healthy developing.

However, even when the mediator works in an agile and economical way, focusing on the emotions and needs of the members of a family, with the participation of the judge with knowledge of the matter, it is difficult to achieve a solution, since the authority usually puts more emphasis on litigation, since traditionally it is well known that in a judicial process one party loses and the other wins. Despite this procedural inequality, ADR benefits to recover the functionality of the family and to preserve it.

Objectives and Purpose of ADR (Family Matters)

As mentioned above, the family is the pillar and nucleus of society, that is why the Law and regulations seek to protect this institution by the possible means; However, it is not incorrect to say that the family is greatly affected in a jurisdictional process.

This is where the Alternative Dispute Resolution Means come in, which aim not only to solve a conflict between family members, but also to bring them back together or that there is simply no sense of guilt, loss or resentment.

To fulfill their purpose, these mechanisms are in charge of resolving matters of any family nature, among which are:

- Conflicts between parents, siblings, adopted children or any other relative.
- Conflicts generated by an inheritance.
- The change of housing.
- The use of the marital home.
- Guard and custody of the minor children.
- Obligations acquired in marriage.
- Liquidation of the conjugal union.
- Parental authority (shared or with exceptions).
- Alimony for the minor children and in some cases for him or the spouse.
- Visitation of minor children.
- Separation of Property.

The main objectives to be achieved with the use of ADR in this matter are:

- That the parties in conflict reach an agreement that is equitable, fair and does not involve more problems in the future.
- Facilitate communication and therefore dialogue with those involved for a peaceful and welcoming chat.
- Get correct solutions and not hasty or forced to each specific case.
- Reestablish or strengthen family relationships.
- Reach agreements that benefit the participants and are lasting.
- Demonstrate the effectiveness of these mechanisms so that they are increasingly implemented in the consciousness of society.

Consequently, it could be said that family mediation helps to reestablish relationships affected by some destructive attitudes, it is obviously a rescue factor for family problems Pesqueira L. J. (2009: 45).

Advantages and disadvantages of ADR (Family Matter)

Alternative media have evolved and have been increasingly accepted by professionals and legal scholars, this has not happened by coincidence; but rather because of the great number of advantages represented by resorting, for example, to family mediation than to the traditional adversarial system.

To mention some benefits we have the following:

- Less procedural burden for the judiciary, which allows for a faster and more efficient solution of cases that are pending, or that cannot be resolved by their nature through an alternative mechanism, instead of continuing to accumulate unresolved files.
- It allows the rescue of the family institution in society, so a problem could be solved that, solved with a jurisdictional authority, could have been fractured and not function again with the principles of a family.
- It is totally free to start an alternative method and there are no extra costs during the entire time the mediations are taking place; which means a great support for the parties, since in general the fees of the lawyers are usually high.
- All agreement is based on peaceful dialogue between the parties; so they can express their emotions, understand and respect the position of the other person, improve the relationship of the participants, get the parties to take responsibility for their conflicts and increase creativity in generating solutions for future problems.
- Establishment of agreements through the autonomy of the will of the parties, which allows that there are no future problems to comply with the agreement.
- Sense of satisfaction when signing the agreement, so that one of the parties does not contract that resentment of losing the case that could originate in negative personal wishes or permanent displeasure that if they happen at the end of a traditional trial.

However, it is also necessary to mention the disadvantages that ADRs represent in family matters, they do not overshadow their benefits, much less make them stop being a highly recommended option; it is only the need to list them:

- Lack of knowledge of the population about alternative methods; is the main disadvantageous reason for these mechanisms, they have not really been given enough publicity to be implanted in the mentality of society, so when they are presented with a legal problem, the first thing they will have in mind is to sue and start a trial, not because they want to, but because they believe it is the only way to do justice and get what they want.
- They are not mandatory to obtain a result; These media, despite all the aforementioned benefits, do not have the coercive force that, if they have the judicial decisions, so entering one or ten mediation sessions does not ensure being able to solve the conflict, much less signing an agreement.
- They may not be suitable to carry out all family conflicts, only a few; Some example of this is in the case of domestic violence, in conflict resolution where there were previously physical or verbal aggressions, situations where a spouse has never been responsible for a minor and has no interest in doing so, among others of equal magnitude.

How much does society know about ADRs?

To know and verify the data on the lack of knowledge of the society about the alternative mechanisms of conflict resolution, a survey was formulated and applied to the university community (students, teachers and staff in general) and people in general over 18 years of age in City of Carmen, Campeche. The objective and purpose of this work tool was to collect data about the level of knowledge that the population has about ADRs to later show the importance they have and the advantages of resorting to them, all with the purpose of planning and establishing strategies for its correct diffusion by the corresponding means. A comparative table is attached below for the purposes of greater understanding in relation to the advantages and disadvantages of ADR (Family Matter).

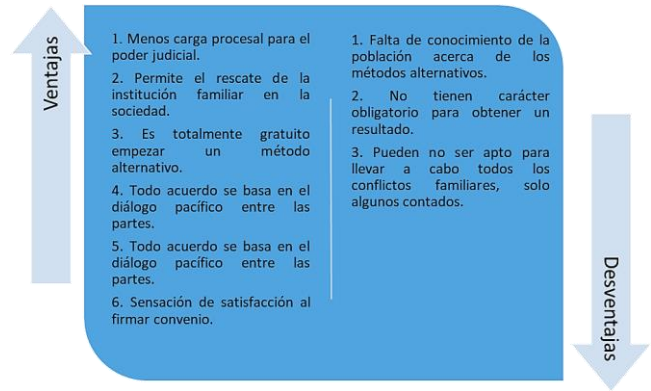
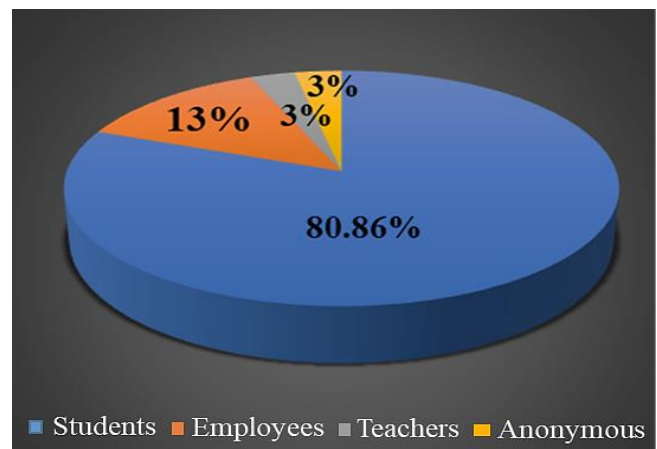


Figure 1



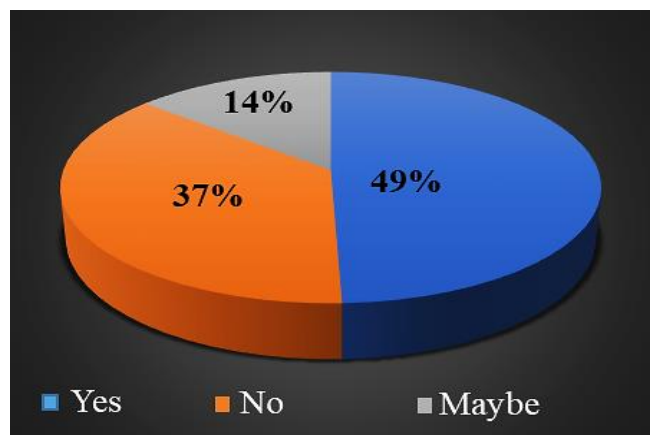
Graphic 1 Sample surveyed

Only nine questions were posed, since they were the essential ones to cover the most relevant aspects on the subject, it was taken into account that an excessive number of them would predispose respondents to reject the survey or to respond without a minimum reflection, which would complicate the elaboration of this analysis.

In order for the sample of people to understand what it was about, they were given a brief explanation of the purpose and a short but understandable concept of ADR. The results of the surveys were entered into a database, which made it possible to obtain specific statistics for each response. Below are the graphs of the data collected from the nine most relevant questions that were answered in the surveys.

Question 1

Have you heard about ADRs?



Graphic 2

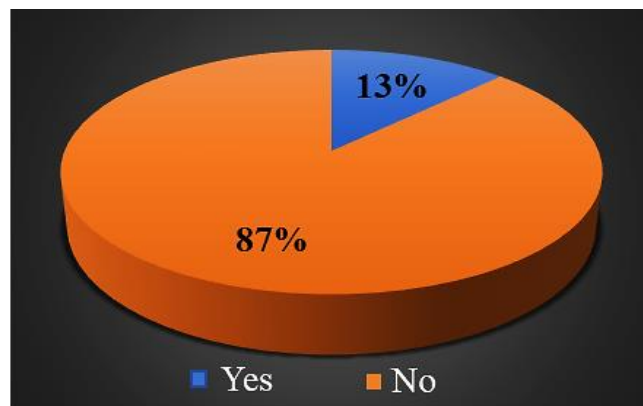
As can be seen, here 37% of those surveyed answered that they had not heard about alternative media, as opposed to 49% who had heard about them; What is perceived is that little by little the population is becoming more informed about these mechanisms, however, ADRs do not permeate most of society, it should also be noted that the survey was conducted with students and teachers of the Law degree, it is true that still the vast majority of people attend the Courts to resolve their issues and at that time they are aware that they can do it peacefully, using ADR, but this is only a small part, without However, it does not mean that both the structures and the legislation created to resolve their issues are unviable.

Here it is true that ADRs have been created to quickly and peacefully facilitate the resolution of conflicts between parties, but due to the little publicity they have among the population, it means that in most cases they do not occur in this way.

This does not mean that the legal structure is unviable, but rather it is the ignorance of this figure before society that makes its use impossible.

Question 2

Have you been through a legal problem in family matters?

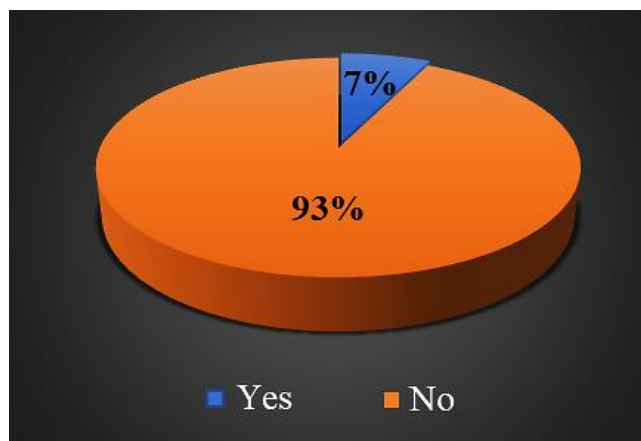


Graphic 3

Fortunately, only 15% of the sample surveyed has been involved in problems of a family nature, which results in satisfactory data because 85% of the families of these people are managing their situation in a harmonious and calm way; solving your problems at home and not transcending your internal conflicts.

Question 3

If your answer was yes, did you resort to ADRs?

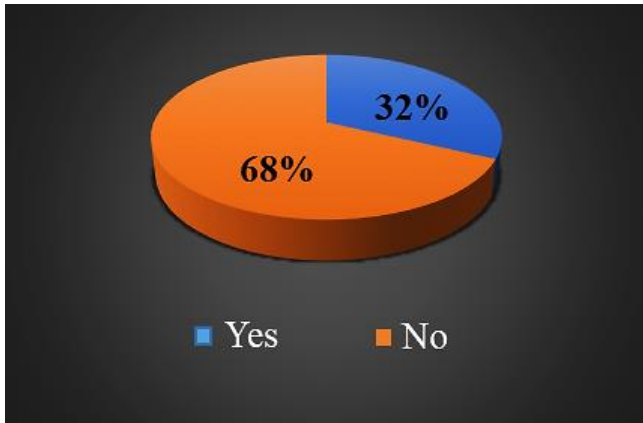


Graphic 4

As can be seen in the figure, only 7% of those who had family legal problems occurred to ADRs, which follows that the vast majority of respondents have not had any legal problem that makes them go to investigate which would be the fastest way to resolve a legal matter in family matters. The above reaffirms what has already been stated above, the great ignorance of the subject forces the people involved to adhere to a process before a judge, when they really wanted to resolve it peacefully and that both could express their positions on the matter to reach an agreement.

Question 4

Do you know someone who has had a family problem and has resorted to ADR?



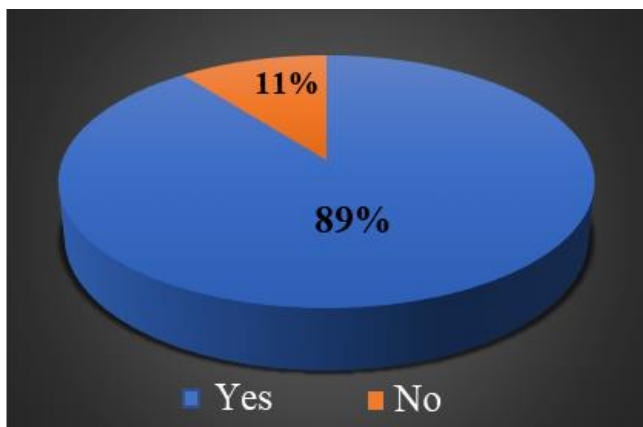
Graphic 5

With this question, it is noted in the answers given that there are no concrete data, because 68% of the refusals do not refer precisely to the fact that their acquaintances did not resort to alternative media; rather, they did not actually have the memory of any person who had had a legal problem of a family nature.

Even so, 32% answered affirmatively, which weighs the fact that, if there is a significant number of people, independently of those surveyed, who know and have used these mechanisms; Therefore, the fact that the population of Ciudad del Carmen lives completely in ignorance of this issue cannot be assumed. This means that there is a need to disseminate ADRs to society in general, either through the bar or bar association or through newsletters, information on ADRs, and in this way establish links between society and professionals in the field of Law, so that the new form of conflict resolution permeates society

Question 5

Do you consider that ADRs are an effective means of prompt justice?



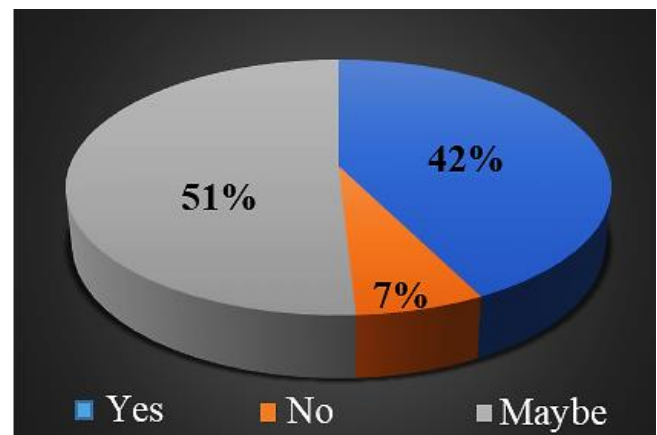
Graphic 6

Due to the introductory information that was given about alternative means and the growing doubts that were resolved by the respondents, 89% concluded that actually going to these instances, contributed greatly to the cases being resolved quickly and above all fair, since at all times it is the parties who reach an agreement on their conflict. Only 11% of those surveyed doubted the versatility of the alternative solutions.

Which means that ADRs are effective and efficient, due to the speed in which problems are resolved between the parties involved.

Question 6

Do you think there is equity of parts in ADRs?



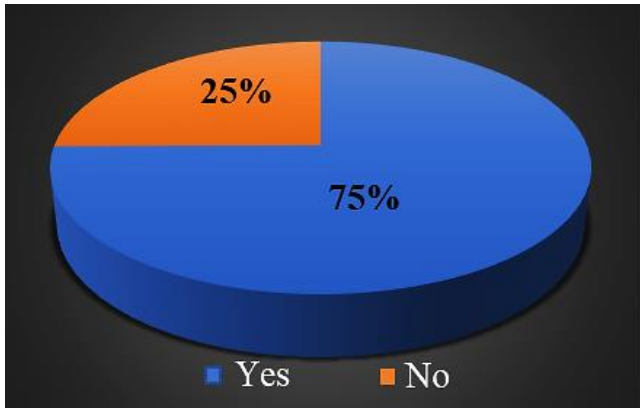
Graphic 7

The purpose of the question in question is to capture how reliable these media could reach when they are made known to the population in an open way, so that people weigh between a lengthy trial and a settlement between parties through the resolution of conflicts that will develop from fast and reliable way. It is necessary that the advantages be made known, only in this way will the company place its trust to resolve legal conflicts in a short time.

51% consider that ADRs are an equitable means, however, 42% do not believe, nor are they convinced that these processes are really fair for the parties; therefore it is necessary for society to identify with them, to know their benefits.

Question 7

Do you consider it feasible to go to ADRs?



Graphic 8

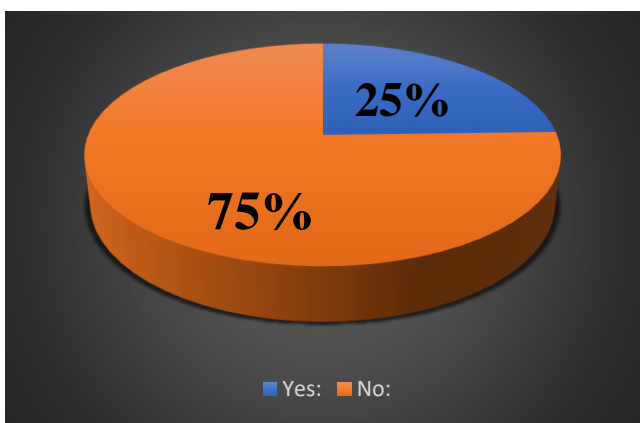
Respondents found the possibility of going to these media if necessary, as demonstrated by 75% of the people who indicated that if they consider it feasible to go to an ADR and that therefore they would do it; although 25% also consider these alternatives to be an unreliable process and therefore they would not go to them and therefore would initiate a traditional judicial process.

The aforementioned shows that the people in conflict do not know the alternative routes such as the dispute resolution mechanisms, if so, they would certainly go to them.

It is necessary to have good communication, information, dissemination and publicity of these mechanisms with everything they offer to help society; this way it could drastically decrease that percentage of people who do not trust them by up to 15%.

Question 8

Have you advised anyone to go through ADR?

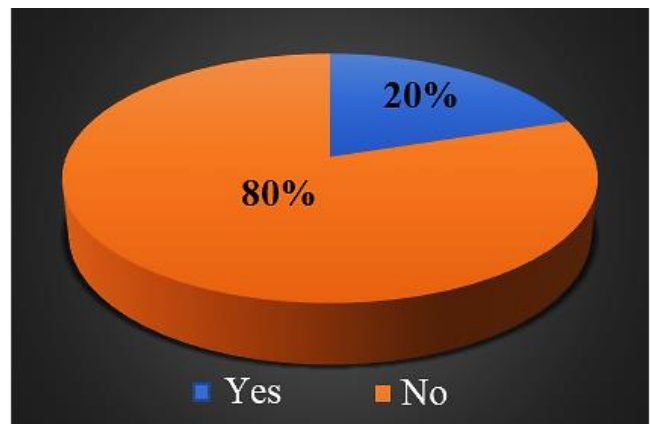


Graphic 9

It is estimated that the respondents representing 75% do not recommend undergoing ADR, but it is not that they do not want to recommend it, it is simply that they do not know what these mechanisms refer to and, on the other hand, they have not met someone who has used said mechanisms in a legal problem to advise you to go to that alternative medium, to solve your problems.

Question 9

Do you know any mediation center in your area?



Graphic 10

On the other hand, it can be deduced that many respondents did know what ADR is and others learned it at the time; only 20% had knowledge of where any of the establishments that carry out these mechanisms were located.

Finally, and in relation to the results of the applied surveys, it can be concluded that society (based on the sample) does not have sufficient knowledge about Alternative Dispute Resolution Means, the few respondents who had already heard about these Alternatives did not have all the data, characteristics, benefits and advantages offered by them; which fully confirms the hypothesis raised at the beginning; "Our society is still unaware of ADRs."

Undoubtedly, the government should put to work in the implementation of the dissemination of these mechanisms, if what they want is to drastically reduce their procedural burden so as not to continue pressuring their judges, they must start promoting and developing strategies to convert alternative means as a mandatory first option for any process, including family.

As the first option that is proposed, they should begin to fully train all students and legal scholars about these alternative solutions to be able to include them as a recommendation to their clients and acquaintances; in addition to teaching and fulfilling the profile of mediators, conciliators, negotiators and arbitrators.

Finally, begin to inform society about ADRs, advertise in all possible media (television, radio, internet, newspapers, magazines, etc.) the advantages and benefits they present, as well as the simplicity to reach agreements and the zero cost that they would have in case of opting for these mechanisms in public institutions dedicated to it, and a lower cost in private mediation centers, which would avoid them being in the middle of long, expensive and heavy trials.

How could ADRs continue to develop in Mexico?

Since entering our country, Alternative Dispute Resolution Means have been of great importance in resolving and discharging cases in a short time, considering the time that in a contentious manner would have meant long months to obtain a resolution. However, the Mexican country still has a long way to go to perfect these means and turn them into a more viable, efficient and reliable option; as are the following questions:

- Create more spaces and establishments dedicated to ADR, where sessions can also be carried out in a comfortable and harmonious way, properly speaking at the federal, state and municipal levels, both public and private.
- Properly prepare and certify the people who will act in the role of mediator, conciliator or negotiator; The individual cannot be a simple listener, he must have ease of expression, natural communication skills, ability to reduce emotional tension, patience, attitude, listening, who has the necessary knowledge to sculpt ideas by sticking to the case at hand manifesting in an impartial and objective manner as well as the ability to develop techniques and strategies that achieve a change in attitudes between the parties so that they can reach an agreement.

- Finally, continue to develop the appropriate means to be able to fully inform and educate society about the existence of more efficient and faster alternative solutions to resolve their legal problems; begin to eliminate that mentality that the only way to win and obtain the desired claims is by filing a lawsuit, answering it and a long trial where in the end one will win and the other will lose. We must make the population gain confidence about ADRs so that they begin to be seen as something necessary and not as "alternatives".

Final Considerations

What has been studied up to this point indicates that the Alternative Dispute Resolution Means arrived to establish themselves and continue to evolve until they become the most used legal tool to resolve conflicts in family matters in the country, that they may have the option of doing so.

Despite the ignorance that the population still has regarding these alternatives, it is only a matter of time before they achieve consolidation; This is due to all the excellent results that are being given. More and more agreements are signed and families are leaving the various mediation establishments with justice and satisfaction.

The total acceptance of ADRs will not be achieved nor will they be implemented as a priority to resolve legal issues overnight, everything takes their study, development and optimization to make them more and more efficient; Therefore, more economic and educational resources should be allocated in this area to prepare institutions and professionals in order to continue developing these mechanisms and thus fully involve society with a culture of peace, human rights and everything that it implies.

References

- Contreras, R. (2018). La mediación en México. Excélsior, p.5.
- Contreras, R., Roque, E., & Magallanes, H. (2018). La Justicia Alternativa Áreas de Aplicación de los ADR. México: TRAUCO.
- Cornelio, E. (2014). <https://www.redalyc.org/articulo.oa?id=3221/322132552006>. Octubre 06, 2019, de Redalyc Sitio web: <https://www.redalyc.org/articulo.oa?id=3221/322132552006>
- GONZÁLEZ-HERNÁNDEZ, Daniel Antonio, REJÓN-JIMÉNEZ, Ysela, TEJERO-BOLÓN, Francisco Javier and VÁZQUEZ-HEREDIA, Pablo Rafael. Alternative dispute resolution (ADR), the best option in family matters. ECORFAN Journal-Mexico. 2020

Dif.gob.mx. (2016). Modelo Red DIF Para La Solución Pacífica De Conflictos En La Familia. Octubre 04, 2019, de DIF Sitio web: <http://dnias.dif.gob.mx/wp-content/uploads/2018/11/Modelo-RED-DIF-Actualizado-2016.pdf>

Fernández, M. (2017). Los mecanismos de solución de conflictos: una visión alternativa en la impartición de justicia. En *DIVULGARE* (pp. 4-30).

Fierro, A. (2017). Los medios alternativos de soluciones de controversias y la reciente reforma a Ley de PAOT. Octubre 05, 2019, de Derecho en Acción Sitio web: <http://derechoenaccion.cide.edu/los-medios-alternativos-de-soluciones-de-controversias-y-la-reciente-reforma-a-ley-de-paot/>

García, M. (2016). Métodos Alternativos de Solución de Controversias. Octubre 06,2019, de MisAbogados.com.mx Sitio web: <https://misabogados.com.mx/blog/metodos-alternativos-de-solucion-de-controversias/>

Gómez, C. (2017). LA MEDIACIÓN EN MATERIA FAMILIAR. Octubre 04, 2019, de Archivos Jurídicas UNAM Sitio web: <https://archivos.juridicas.unam.mx/www/bjv/libros/7/3069/17.pdf>

Gómez, E. (2017). “Sistematización de la mediación como medio alternativo para la solución de conflictos familiares: el caso del Centro de Mediación Familiar y Asistencia Jurídica del sistema DIF municipal de Coatzacoalcos, Veracruz (CMFAJ)”. Maestría. Universidad Veracruzana.

Gorjón, F. (2014). Métodos Alternativos De Solución De Conflictos. México: OXFORD.

Lara, M. (2018). Medios Alternativos de Solución de Conflictos. Octubre 03, 2019, de Conogasi Sitio web: <http://conogasi.org/articulos/medios-alternativos-de-solucion-de-conflictos/>

Ley de Mediación y Conciliación del Estado de Campeche.

Luna, M. (2019). Medios alternativos de solución de controversias. Octubre 04, 2019, de El Universal Sitio web: <https://www.eluniversal.com.mx/articulo/margarita-lunaramos/nacion/medios-alternativos-de-solucion-de-controversias>

Natarén F., González P. & Witker J. (2016). Las Víctimas En El Sistema Penal Acusatorio. México: Instituto de Investigaciones Jurídicas.

Ocejo, R. (2019). "La Mediación Como Proceso De Gestión De Conflictos. Inducción al derecho de familia.". Licenciatura. Universidad autónoma de San Luis Potosí.

Pérez, J. (2014). “Métodos Alternos de Solución de Conflictos: Justicia Alternativa y Restaurativa para una Cultura de Paz”. Maestría. Universidad Autónoma de Nuevo León.

Perea, M. (2018). Matrimonio, Divorcio y Medios Alternativos de Solución de Conflictos. Octubre 04, 2019, de Archivos Jurídicas UNAM Sitio web: <https://archivos.juridicas.unam.mx/www/bjv/libros/5/2287/13.pdf>

Poder Judicial del Estado de Campeche. (2008). Justicia Alternativa. Octubre 04, 2019, de Centro de Justicia Alternativa Sitio web: <https://poderjudicialcampeche.gob.mx/micro%20justicia%20alternativa/index.html>

Poder Judicial Del Estado de Sinaloa (2017). Manual general de procedimientos de los centros de mecanismos alternativos de solución de controversias en materia familiar del poder judicial del estado de Sinaloa. Sinaloa.

Red Nacional de Mecanismos Alternativos de Solución de Controversias. (2017). Comisión Nacional del Tribunales Superiores de Justicia de los Estados Unidos Mexicanos (CONATrib). Octubre 06, 2019, de Red Nacional de Mecanismos Alternativos de Solución de Controversias Sitio web: <https://www.pjenl.gob.mx/rednacionalmasc/>

Reglamento Del Centro De Justicia Alternativa Del Poder Judicial Del Estado De Campeche.

Reglamento interno del instituto de justicia alternativa del estado. (2014). Jalisco: Instituto de Justicia Alternativa del Estado de Jalisco, p.15.

Rosales, B. (2018). Métodos Alternativos De Solución De Conflictos. *DÍKÉ* (pp. 23, 257).

Sánchez, M. (2014). Mediación Familiar: Un Proceso Efectivo Para La Solución De Conflictos. En *Reseña Jurídica Mediación Familiar* (pp. 169-175). México: Aequitas.

Tourist focus of handmade souvenirs: two markets case of Acapulco

Enfoque turístico de los *souvenirs* artesanales: caso de dos mercados de Acapulco

ROJAS-COPA, Aline Estrella, NIÑO-GUTIÉRREZ, Naú Silverio, NIÑO-CASTILLO, Isaías Naú and NIÑO-CASTILLO, Jacob Elías

Universidad Autónoma de Guerrero. Faculty of Tourism. Mexico.

ID 1st Author: *Aline Estrella, Rojas-Copa* / ORC ID: 0000-0002-2874-818X, CVU CONACYT ID: 777001

ID 1st Coauthor: *Naú Silverio, Niño-Gutiérrez* / ORC ID: 0000-0001-9250-0798, CVU CONACYT ID: 32380

ID 2nd Coauthor: *Isaías Naú, Niño-Castillo* / ORC ID: 0000-0003-0728-3798, CVU CONACYT ID: 919978

ID 3rd Coauthor: *Jacob Elías, Niño-Castillo* / ORC ID: 0000-0002-0575-5336, CVU CONACYT ID: 919977

DOI: 10.35429/EJM.2020.24.11.24.34

Received January 25, 2020; Accepted June 30, 2020

Abstract

The main objective was to synthesize the importance of handicrafts among tourists who visited the markets "El Pueblito" and "La Diana" in Acapulco, Guerrero, Mexico. The methodology used was cabinet work between September 2018 and March 2019 in order to compile the existing documentary information on the study categories: souvenirs, crafts and tourism. A questionnaire made up of 26 items was also prepared, of which the responses of the most relevant that contribute to the achievement of the general objective are presented here. Among the results, it was found that the products that are most in demand among tourists are those derived from coconut, namely: coconut sweets, decorative items based on the said vegetable product of natural origin, among others. The most relevant conclusion was that from the economic point of view, handicrafts represent an important source of income for the members of the native groups that make handicrafts on a small scale with affordable costs. This research contributes to the recent international bibliography on artisan souvenirs that are elaborated with love, enthusiasm and identity, by people from the population groups originating from the various parts of the world.

Handicrafts, Souvenirs, Tourism

Resumen

El objetivo central fue sintetizar la importancia de las artesanías entre los turistas que visitaron los mercados "El Pueblito" y "La Diana" en Acapulco, Guerrero, México. La metodología empleada fue trabajo de gabinete entre septiembre de 2018 y marzo de 2019 a fin de recopilar la información documental existente sobre las categorías de estudio: souvenirs, artesanías y turismo. También se elaboró un cuestionario integrado por 26 ítems de los cuales aquí se presentan las respuestas de los más relevantes que aportan al logro del objetivo general. Entre los resultados se encontró que los productos que tienen mayor demanda entre los turistas son los derivados del coco a saber: dulces de coco, artículos decorativos con base el dicho producto vegetal de origen natural, entre otros. La conclusión más relevante fue que desde el punto de vista económico, las artesanías representan una fuente de ingreso importante para los integrantes de los grupos originarios que elaboran las artesanías a pequeña escala con costos accesibles. Esta investigación contribuye a la bibliografía internacional reciente sobre *souvenirs* artesanales que elaboran con todo cariño, entusiasmo e identidad, personas de los grupos de población originarios de los diversos sitios del orbe.

Artesanías, Souvenirs, Turismo

Citation: ROJAS-COPA, Aline Estrella, NIÑO-GUTIÉRREZ, Naú Silverio, NIÑO-CASTILLO, Isaías Naú and NIÑO-CASTILLO, Jacob Elías. Tourist focus of handmade souvenirs: two markets case of Acapulco. ECORFAN Journal-Mexico 2020. 11-24:24-34.

* Correspondence to Author (email: alinestrella_7@hotmail.com)

† Researcher contributing first author.

Introduction

Handicrafts are a folkloric product that reflect the idiosyncrasy of the population that designs them to such a degree that it reflects their individual and collective identity, which encompasses three dimensions: The artisan, artisan activity and crafts (Navarro, 2012 cited by Poveda, 2020).

The crafts are made by hand by people from different parts of the world, it gives them identity and is an extension of their customs, culture and way of appreciating their relationship with nature. That is why, "the care and preservation of the environment is currently one of the most important factors to take into account when implementing a micro-business, for this reason the project will focus on using natural resources" (Singón, 2016) . An example of these resources is the coconut as a fundamental element in making handicrafts.

Handicrafts are a relevant resource for the tourism sector among the population that lives in ports and coastal cities on the Pacific Ocean, as is the case in Mexico, where the native population takes advantage of the natural resources provided by nature itself, with which they seek to value the local folk customs and traditions.

According to Arroyo and Terán (2017), a large part of the crafts that are made today come from some natural derivative related to the environment, which highlights the need for research aimed at the sustainability of natural resources and their controlled exploitation, focused on the sustainability of the activity. Sic., Trujillo and Arias (2013) point out that in particular the coconut shell is considered a waste, however, it has a high economic-environmental value, based on success stories in different parts of the world.

The main objective of the essay is to synthesize the importance of handicrafts among tourists who visited the markets "El Pueblito" and "La Diana" in Acapulco, Guerrero, Mexico. The guiding question was: What are the artisan souvenirs that are most in demand among national and foreign tourists who visited Acapulco between 2018 and 2019?

This study is justified because there is currently little literature that relates visitors to artisan souvenirs such as sweets, oil, soap, among other products made from coconut. This research will emphasize the responses of national and foreign tourists who acquired artisan souvenirs among the tenants of the markets "El Pueblito" and "La Diana", who are the ones who offer the souvenirs.

The methodology used was cabinet work between September 2018 and March 2019 in order to compile the existing documentary information on the study categories: souvenirs, crafts and tourism. A questionnaire made up of 26 items was also prepared, of which the responses of the most relevant that contribute to the achievement of the general objective are presented here.

As feedback to the cabinet work, field work was carried out between April and December 2019. Where 673 questionnaires were applied to national and foreign tourists. As well as, the analysis of the data and interpretation of the results to finally elaborate the writing.

In this sense, it is necessary to take into account that the Ministry of Agriculture and Rural Development (SAGARPA), in 2013 the State of Guerrero in particular produced 3,061 tons of coconut, which is why said entity was ranked eighth in the country in terms of a total of 32 states (SAGARPA, 2015).

Within the literature reviewed, it was found that the production of handicrafts is a viable local strategy from rural tourism, according to Lechuga, González and Domínguez (2020).

In the south of Mexico, where Guerrero is located, the original population designs various artisan representations made from coconut, in the city of Acapulco and neighboring municipalities who consider these artifacts the fruit of the symbiosis between culture and nature, some examples of these crafts are figures of: chimpanzees, dolphins, herons, armadillos, snakes and parakeets (Figure 1).

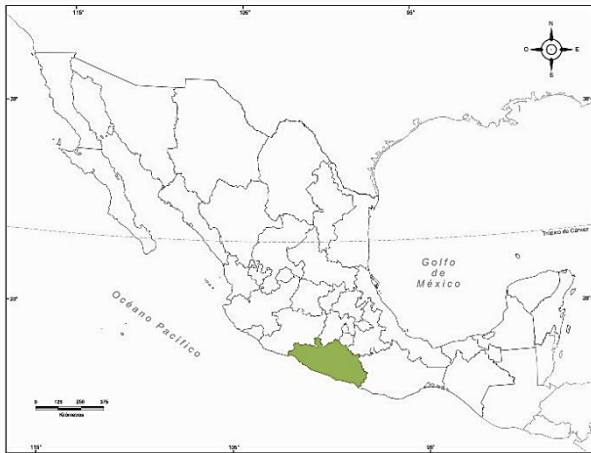


Figure 1 Guerrero geographical location

Source: Niño, 2014

In this essay, the correlation between the souvenirs made from the coconut shell and the profile of the tourist who acquires them was sought, in addition, it synthesizes the economic-sustainable characteristics that allow to show an attractive and innovative product that meets the needs required by the buyers.

Handicrafts boost the economy of the tenants by generating an attraction through the offer of products that serve as souvenirs to visitors; Within this type of resources, there are different topics that can be addressed, such as handicrafts made from seashells, sought after by tourists, and an innovative element is handicrafts based on skin or fish scales; It seeks to reuse a discarded resource, which is decorated to offer them as: necklaces, bracelets and earrings. While the leather is tanned through a special process to make purses, huaraches, bracelets and other items (Figure 2).



Figure 2 Handicrafts made from fish scales

Source: Rojas, 2018

Regarding the definition of artisanal product granted by the General Directorate of Popular Art, of the Ministry of Public Education, it refers to "any action that generates articles made by hand with the support of simple tools." This implies the transmission of knowledge and practices from generation to generation (Bonfil, 2001), also the use of natural resources preferably without transformation present in the various sites and regions of Guerrero (UNIFEM, 1997); as seen in Figure 3, which represents a hand-carved coconut-based heron.



Figure 3 Souvenir made from coconut

Source: Rojas, 2018

On the other hand, the biophysical characteristics in which these souvenirs are produced will be detailed, an issue that has been relegated by other investigations, projects and monographic studies that emphasize the economic part of this subject. "Souvenirs as products that seek to maintain the authenticity of the local culture have in tourism a great ally of symbolic consumption, experience and representativeness of the visited destination" (Quille & Urgilés, 2020: 27).

In this research, it is considered that the study and promotion of traditional Guerrero crafts (Figure 4), their innovation and commercialization are highly significant for national and foreign tourism that visits this beach destination, since it is an activity that helps in protect and promote the cultural diversity of Guerrero through the traditional knowledge of the Acapulqueños, at the same time that it collaborates in the family income of the artisans who make them, by promoting a culture of respect for the environment.

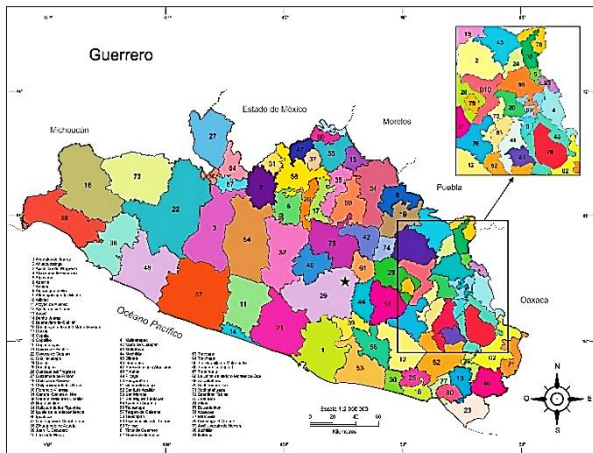


Figure 4 Municipal division of the state of Guerrero

Source: Self made

Methodology

In the first place, the reading, selection and analysis of books, printed guides that indicate the attractions of the port of Acapulco, magazines and publications that advertise packages and offers for tourists were used, as well as information brochures that detail the natural beauties and artificial as local attractions (Lesur, 2006). Also, existing digital and printed information was used on: palm trees, coconut, coconut-based crafts, environment (Niño, 2014), tourism (Niño & Bergeret, 2012) and sustainability (Ruiz & Niño, 2014). This work was complemented with participant observation and application of a questionnaire.

The work method was based on the geographical approach by interrelating physical, biotic, economic, social and environmental factors. Which allowed the analysis of the symbolic phenomenon of the souvenir. This contributed to a better understanding of the "memories" that tourists acquire when visiting the port of Acapulco.

For this, the research scope was analytical with a mixed methodological design. The mixed design used comprised two stages: the first, corresponded to the reading, selection and analysis of existing digital and printed information on: palm trees, coconut, coconut-based handicrafts, environment (Ibídem, 2014), tourism (Ibídem, 2012) and sustainability (Ibídem, 2014).

The second stage included field work in which photographic shots were taken in the months of December 2018-January 2019. The two markets of the study area were visited and participant observation was made, between the month of March of that year. , in which a predominance was observed among national visitors over foreigners, who attended to buy: handicrafts, sea shell ornaments and combs and tamarind sweets, among others.

The techniques that supported the study were qualitative since participant observation and the application of a questionnaire comprised of eight semi-structured questions were used. In addition to quantitative techniques through the consultation of databases referring to the characteristics of the natural heritage, souvenirs, use of natural plant resources and national and international tourism. In this cabinet work, we also resorted to consulting satellite images, taking photographic images, and reviewing printed and digital cartography. In addition to field work carried out in the markets "El Pueblito" and "La Diana" of the port of Acapulco de Juárez, Guerrero, held from December 2018 to November 2019, in that period, 673 questionnaires and various photographic shots were raised.

The instrument or questionnaire comprised ten questions with the possible answers of yes or no and which ones, to determine the percentage of national or foreign tourists, on the one hand, who attend the study area; In addition to the average age of the tourists who go to the markets "El Pueblito" and "La Diana", in order to obtain answers about what type of national or foreign tourists like to buy souvenirs, also determine the country of origin of the tourist ; average number of nights spent overnight; determine gender and percentage; the economic spill during your stay; schooling of visitors; time spent in the study area.

The finite population formula was chosen through the responses of key informants from the markets "El Pueblito" and "La Diana".

The formula that was used to target the finite population to which it was applied to tourists, men and / or women, nationals and / or foreigners, over 16 years of age, souvenir buyers in the markets "El Pueblito and" La Diana " from Acapulco, according to what is proposed by Bomba, F. (2018).

Where:

n = Size of the sample sought

N = Size of the population or universe

Z = Statistical parameter that depends on the Confidence Level (NC)

e = Maximum accepted estimation error

p = Probability of the event being studied (success)

q = (1-p) Probability that the event studied will not occur

For the case study:

N = 1,825 Universe of study (5 people a day between the two markets for 365 days a year).

Z = 1.96 Confidence level of the sample (95%)

e = 3% Estimated error

p = 0.5 Probability of success (50%)

q = 0.5 Probability of failure (50%)

For the use of Equations, indicate as follows:

$$n = \frac{1825 * 1.96^2 * 0.5 * 0.5}{(3^2 * (1825 - 1)) + 1.96^2 * 0.5 * 0.5}$$

$$n = \frac{1825 * 3.84 * 0.5 * 0.5}{(0.0009 * (1824)) + 3.84^2 * 0.5 * 0.5}$$

$$n = \frac{1752}{2.60}$$

n = 673.84 questionnaires

Results

In order to achieve the successful promotion of quality organic handicrafts, it is advisable to have a tourism marketing that reinforces the distribution channels that imply "making the products and services of the producers (sic) available to the consumer, thus specifying the sale and making its collection "(Padilla and Tacuri, 2020: 58) of the products that are for sale, as in this case based on coconut.

In this order of ideas, the questionnaires applied were 674 and in a hierarchical way they were integrated as follows: 234 visitors from CDMX; 116 of EDOMEX; 80 from the state of Puebla; 60 from the interior of the state of Guerrero, 40 from the state of Morelos; 28 from the state of Querétaro; 20 come from Guanajuato; 15 from Nuevo León, 12 from Oaxaca; 9 from Tamaulipas; 9 from Baja California, 9 from Jalisco and 9 from Michoacán, 6 from Cuba, 6 from Yucatán, 6 from Canada, 6 Argentina and 6 USA; finally 1 from Tabasco, 1 from SLP and 1 from Veracruz.

As for the souvenirs made based on the natural resources present in the Acapulco region or in its surroundings by tourists, they argued that they had acquired: coconut sweets, tamarind pulp, clothing, key rings and sea shell lamps, among others. .

In the market "El Pueblito" stands out for the bulk sale of sweets such as sugary tamarind pulp and enchiladas, cocadas, palanquetas, coconut sweets, coconut-based herons. On the other hand, in "La Diana", bathing suits, typical clothes, glasses, life jackets, bags and monkeys made of coconut, feathers, boats, key rings, among others.

According to the results obtained by means of the questionnaire technique, it was obtained that in the market "El Pueblito" stands out for the bulk sale of sweets such as sugary tamarind pulp and enchiladas, cocadas, palanquetas, coconut sweets, herons-based coconut. On the other hand, in "La Diana", bathing suits, typical clothes, glasses, life jackets, bags and coconut-based monkeys, feathers, boats, key rings, among others (Table 1).

<i>Souvenirs</i>	Number repetitions	of	% of repetitions
Coconut sweets	128		18.9
Tamarind pulps	120		17.8
Clothing	104		15.4
Keychains	72		10.6
Sea shell lamps	32		4.7
cocadas	32		4.7
Guaraches	24		3.5
Hats	16		2.3
Little boxes	8		1.1
Wallets	8		1.1
Necklaces	8		1.1
Frogs	8		1.1
Jewelry boxes	8		1.1
Coconut planters	8		1.1

Table 1 Local souvenirs

Source: Rojas, 2019

Among the decorative pieces most in demand by tourists visiting this beach destination were: clothing, key rings, sand bottles, bracelets, among others.

Based on the results of the questionnaires, it was obtained that the most preferred souvenirs among tourists from the port of Acapulco invest between 60 and 133 Mexican pesos, where sweets, key rings, clothes and bags, based on coconut, were in greater demand as raw material (Table 2).

Souvenirs	Number of repetitions	% of repetitions
Keychains	196	29.0
Clothing	126	18.6
Coconut-based bags	42	6.2
Shells	28	4.1
Feathers	28	4.1
Wallets	14	2.0
Frogs	14	2.0
Skulls	14	2.0
Necklaces	14	2.0
Hats	14	2.0
Jewelry boxes	14	2.0
Cups	14	2.0
Boats	14	2.0
Sweets	14	2.0
Tamarinds	14	2.0
Hammocks	14	2.0
Clay jugs	14	2.0
Lamps	14	2.0

Table 2 Souvenirs most frequently purchased among tourists
Source: Rojas, 2019

The challenges presented by public policy programs for tourism and artisans in the state of Guerrero are:

- To know the real register of the number of artisans in the state.
- Lack of support programs for training, updating and distribution of artisan merchandise.
- Greater dissemination of human talent in making regional handicrafts.
- Economic support from the State Social Development Secretariat.
- Improve the image of the facilities where artisanal merchandise is sold.
- Promote the culture of "Buy Our Own".

Tourists who visited this beach destination argued that they invest a minimal part of their economic resources for the acquisition of local handicrafts, among the amounts reported by those interviewed range between: \$ 380, \$ 355 and \$ 285 Mexican pesos (Table 3).

Coin	Number of repetitions	% of repetitions
\$380	15	2.2
\$355	15	2.2
\$285	15	2.2
\$200	15	2.2
\$190	15	2.2
\$152	15	2.2
\$140	15	2.2
\$133	45	6.6
\$95	135	20.0
\$60	15	2.2
\$50	60	8.9
\$30	300	44.5

Table 3 Amounts allocated by tourists to the purchase of handicrafts
Source: Rojas, 2019

Of the 674 interviewed, in general, tourists recommend to buy handicrafts in the markets "El Pueblito" and "La Diana", because they are located on the coastal avenue Miguel Alemán in downtown Acapulco (Figure 5).

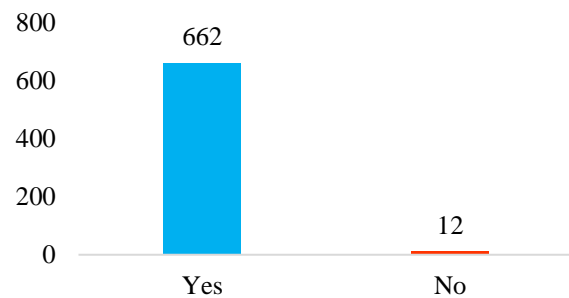


Figure 5 Would you recommend the market
Source: Rojas, 2019

This final control question, evidenced among tourists the importance of acquiring local handcrafted souvenirs / souvenirs and a smaller number of tourists simply expressed that the acquisition of a souvenir from this beach destination is not important because they are busy in your congress and convention tourism (Figure 6).

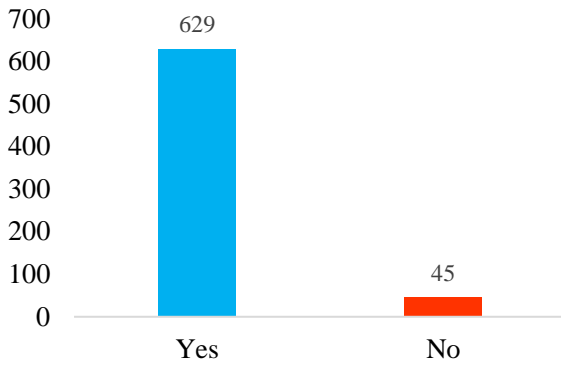


Figure 6 Know the importance of the souvenir
 Source: Rojas, 2019

The results for question 22 of a total of 26 items of the questionnaire used are shown below. The question was: Does Acapulco associate it with souvenirs made with sand, coconut or palm? Of which 65% answered that, if there is a close association, while the remaining 35% do not associate them because it is something new for them (Figure 7).

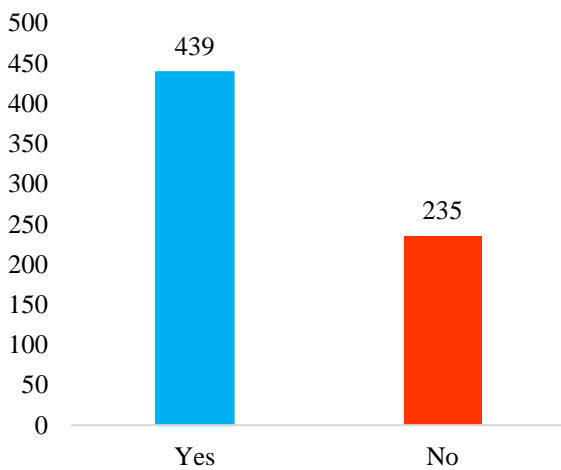


Figure 7 Associate Acapulco with palm, sand or coconut souvenirs
 Source: Rojas, 2019

Question 23 refers to the following question: Do you associate Acapulco with organic souvenirs? Of those surveyed, only 37% answered that, if they link this beach destination with organic souvenirs because there is still abundant biodiversity, while 63% answered that the port of Acapulco still needs more consolidation regarding souvenirs based on coconut (Figure 8).

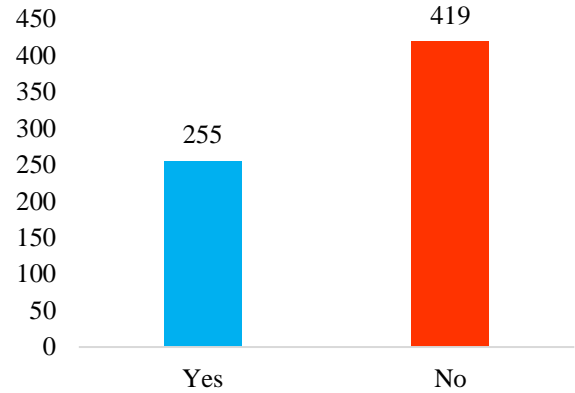


Figure 8 Associate Acapulco with organic souvenirs
 Source: Rojas, 2019

Question 24 of the applied questionnaire refers to: Was your experience with the climate of Acapulco as expected? The answers were conclusive in the sense that 63% mentioned that, yes and only 27% said that they did not, given that they found an atmospheric time with clouds and copious precipitations. Which reduced the possibilities of enjoying the beach, sun and sand (Figure 9).

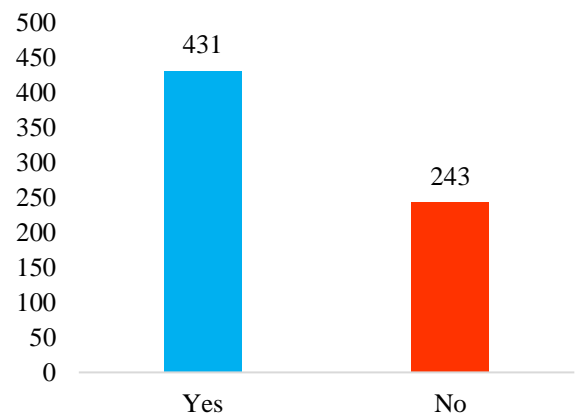


Figure 9 The Acapulco weather was as expected
 Source: Rojas, 2019

Question 26 is: Do you support the environment by buying souvenirs based on organic waste such as coconut, among others? The responses were two thirds (64%) said yes and 36% said no, because they stated that souvenirs based on coconut need promotion (Figure 10).

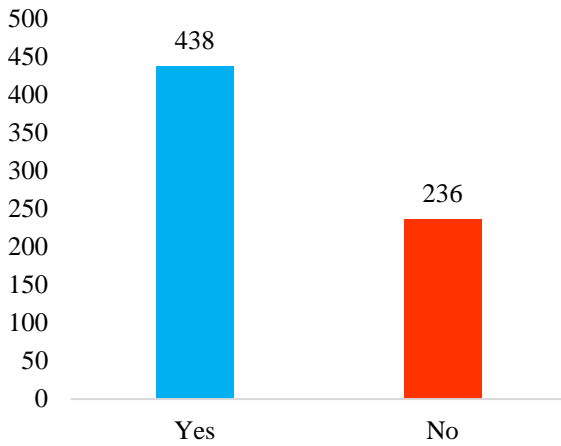


Figure 10 Support the environment by buying souvenirs based on organic waste
 Source: Rojas, 2019

Discussion

During the research process it was detected that one of the points to be strengthened in the development of handicrafts is the marketing stage, since tourists request discounts on the costs at which the products are offered. Therefore, Acapulco artisans know the costs of their inputs, as well as their target market, but feel somewhat unmotivated when tourists do not cover the real cost of their effort.

The tenants commented that they make their crafts, but the hoarders request to trade their products and after the sale they promise to pay them, which in many cases does not happen, to the detriment of the cultural identity of those who make them, the symbol and the cultural meaning of the pieces.

Some artisans from the “El Pueblito” market stated that the artisan products have unique, original and remarkable characteristics, which translates into a competitive advantage for the artisans of Guerrero. However, currently to continue in the market competition they resort to innovation and new designs, such as, for example: making covers for Ipad, covers for laptops, tortilleros, baskets for clothes, bags for girls, cell holders, pens, vases, baskets for fruits, jewelry boxes, portfolios, without sacrificing the elements of identity and tradition. Designing a craft object requires a process of trial and error, since you have to start with drawings, continue with models, and finally the process ends with the prototype (Covarrubias, 2018).

Although it is necessary to criticize that from an economic point of view the consumption or investment made by tourism in the “El Pueblito” and “La Diana” handicraft markets, it is hardly significant given that the purchases made by tourists are minimal. , although they do contribute to the family income of the small local merchant, artisan and restorer.

The handicrafts found in the markets "El Pueblito" and "La Diana" have a wide variety of functions, including decorative, souvenir, nostalgia, identity, culture, as well as beautiful and unique and even a utilitarian, domestic, ornamental value. and clothing. Local artisans located in the Zapata, Vacacional, Renacimiento, Plan de los Amates neighborhood in the municipality of Acapulco, use unique methods to make their crafts that they have learned through several generations, through family traditions to create clothing items, jewelry, sweets, souvenirs and carving of figures on the stem of the coconut. In this beach destination you can get these works of art in: Zócalo, central market, “Parazal” market, central de abastos, “El Pueblito,“ La Diana ”, the house of culture and in general, outside the municipality of Acapulco in the magical town of Guerrero, Taxco (Figure 11).

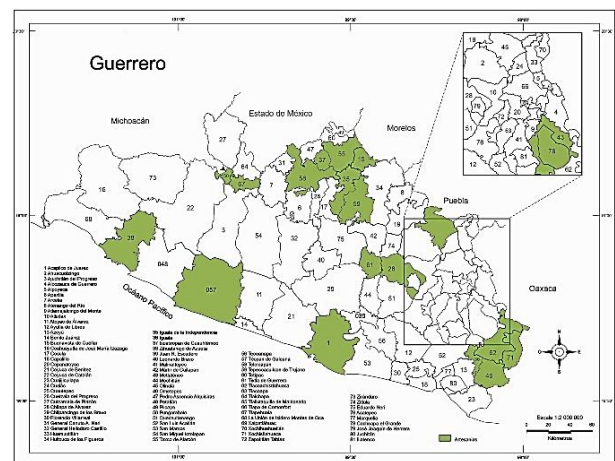


Figure 11 Municipalities where guerrerenses crafts are made
 Source: Self made

Mexican artisan work generates various sources of employment and income for artisans living in rural areas of Acapulco (Forbes, 2014). At the local level, the handicrafts that are offered in "El Pueblito" and "La Diana" have good logistics, accessibility and quality in the products. However, the need for artisans to publicize their products and sell them online was observed in order to increase their sales and give greater dissemination of the existing pieces that are for sale. In such a way that a greater number of visitors acquire quality souvenirs.

Some artisans commented on the scant support they receive from local and municipal authorities both for the remodeling of their premises and for the promotion of their products, hence “it is necessary to work in conjunction with the Ministry of Tourism and state and municipal governments” (Hernández, 2013, p.52).

It is a collective feeling that artisans currently need recognition of the dignified activity to which they are dedicated, it is urgent to promote the unique pieces that are made in the seven economic regions of Guerrero. An example is seen in Table 5; in addition to the investment that is made from the municipal tourism directorates, state secretariats, the SECTUR itself, companies and non-governmental organizations.

In Mexico, the presence of coasts, seas and beaches are abundant because nature was lavish in these natural landscapes that the environment offers to the population settled in the vicinity of said natural spaces, and where man, through his various economic activities, does a sustainable use of plant resources, such as coconut trees, water lilies and fish scales, so that artisans carry out an ecosystem offer translated into local artisan souvenirs integrated into social, economic and environmental sustainability (ECLAC, 2019).

It was found that national and foreign tourists, before coming to this beach destination or others, investigate in social networks the landscape attributes of the site, cultural monuments to visit, as well as the beach, nightclubs, cinemas, banking areas, shopping malls. During their stay in the chosen destination, they buy products and with the use of new technology, they georeference the points of interest they visit so that family and friends are aware of the visit and after that stay they exchange experiences and emotions, in addition to making recommendations in their social networks (Majó, 2019).

Handicrafts are tourist products linked to the environment, which is why they contribute to the sustainability of waste and plant resources such as palm, water lily, among others, hence the importance of current generations in the manual-oral transmission of techniques to new generations in order to carry out the responsible management of natural and local resources.

In such a way that, by 2030, efforts are aimed at the 17 Sustainable Development Goals, in particular number 11, which refers to the sustainable management of solid waste (Gómez, 2018), as well as vital recycling to reduce the environmental impact in the cities of the world, among them, Acapulco, Guerrero (Figure 12).



Figure 12 Comprehensive use of *Cocos nucifera*
Source: Rojas, 2020

Acknowledgments

To the National Council of Science and Technology (Conacyt) for the economic sponsorship for the development of this research through the scholarship in the Master of Science Program: Sustainable Tourism Management (2018-2020) at the Autonomous University of Guerrero.

Conclusions

The innovation of artisan souvenirs for tourism is an option in sustainable development for artisans, since the souvenirs are of organic origin. From an environmental point of view, the craft diversity lies in the strength of the creativity of Acapulco artisans. Their trade does not harm the environment when it comes to collecting waste and materials that nature itself offers them.

New trends in tourism allow the introduction of handcrafted souvenirs for functional use and with guaranteed quality, such as shampoos and oil for cooking fat-free food, made with materials from the Acapulco region and its surroundings, such as the Emiliano Zapata neighborhood, Renacimiento, La Poza and Plan de los Amates. In such a way that the natural landscape is preserved and the waste used is part of the dead matter and depletion of the low deciduous forest present in this tropical area of the planet.

During the research process it was detected that one of the points to be strengthened in the development of handicrafts is the marketing stage, since tourists request discounts on the costs at which the products are offered. Therefore, Acapulco artisans know the costs of their inputs, as well as their target market, but feel somewhat unmotivated when tourists do not cover the real cost of their effort.

The tenants commented that they make their crafts, but the hoarders request to trade their products and after the sale they promise to pay them, which in many cases does not happen, to the detriment of the cultural identity of those who make them, the symbol and the cultural meaning of the pieces.

Some artisans from the “El Pueblito” market stated that the artisan products have unique, original and remarkable characteristics, which translates into a competitive advantage for the artisans of Guerrero. However, currently to continue in the market competition they resort to innovation and new designs, such as, for example: making covers for Ipad, covers for laptops, tortilleros, baskets for clothes, bags for girls, cell holders, pens, vases, baskets for fruits, jewelry boxes, portfolios, without sacrificing the elements of identity and tradition.

Designing a craft object requires a process of trial and error, since you have to start with drawings, continue with models and finally the process ends with the prototype (Covarrubias, 2018).

From the economic point of view, handicrafts represent an important source of income for members of indigenous groups that make handicrafts on a small scale with affordable costs.

From the social point of view, it was observed in the field that those who sell the crafts belong to the mestizo race. Those who are in charge of manufacturing belong to the original groups of Guerrero: Mixtecos, Amuzgos, among others.

Social inclusion by UAGro, training and training artisans and other people who want to learn this trade. The artisan souvenirs with their high quality and sustainable innovation, have allowed the Guerrerenses crafts to be recognized regionally / nationally with awards and distinctions to the Guerrerense artisan work.

References

Arroyo, L. y Terán, S. (2017). Artesanías y recursos naturales. *Biodiversidad y Desarrollo Humano en Yucatán*. 1(1), 365-367. Recuperado de <https://www.cicy.mx/Documentos/CICY/Sitios/Biodiversidad/pdfs/Cap7/15%20Artesanias%20y%20recursos.pdf>

Bomba, F. (2018). *Tamaño de la muestra paso a paso*. Recuperado de <https://www.youtube.com/watch?v=oc8i9g144Y0>

Bonfil, P. (2001). *De la tradición al mercado: microempresas de mujeres artesanas*. México: GIMTRAP.

CEPAL, (2019). *Perspectivas del comercio internacional de América Latina y el Caribe 2019: El adverso contexto mundial profundiza el rezago de la región*. Chile: CEPAL.

Covarrubias, A. (2018). Artesanas indígenas actualizan diseños para mantenerse en el mercado. *Mujer ejecutiva*, 1(1), 1-9. Recuperado de mujerejecutiva.com.mx/economia/artesanas-indigenas-actualizan-disenos-para-mantenerse-en-el-mercado/

Forbes Staff (2014). *México y sus artesanías en el mundo*. Recuperado de <https://www.forbes.com.mx/Negocios>

Hernández, E. (2013). Turismo y artesanías. En Sales, Francisco (comp.). *Las artesanías en México, situación actual y retos*. CDMX: CESOP, 57-60.

Lechuga, M. D. R. D., González, R. O., & Domínguez, I. G. (2020). Estrategias locales desde el turismo rural en la producción de artesanías textiles Mazahuas, San Felipe Santiago, Villa de Allende. *Revista de Desarrollo Sustentable, Negocios, Emprendimiento y Educación*, 2(4), 1-17. Recuperado de <https://www.eumed.net/rev/rilcoDS/04/artesantias-mazahuas.html>

Lesur, L. (2006). *Manual del guía de turistas. Una guía paso a paso*. México: Trillas.

Majó, J. (2019). *Tendencias de las Tecnologías de la Información y la Comunicación en Turismo*. Conferencia dictada el día 8 de octubre en la Facultad de Turismo, UAGro. México: Inédita.

Niño, N. (2014). *Planeación ambiental aplicada al caso de La Roqueta*. México, D. F.: Ediciones Eón.

Niño, N. y Bergeret, R. (2012). Atractivos del turismo cultural en Acapulco. *Revista Altamirano*. 1(42), 65-80.

Padilla, C.G. & Tacuri, L. E. (2020). *Propuesta de un modelo de gestión turística para los bienes patrimoniales arquitectónicos-religiosos de la arquidiócesis de Cuenca del Centro Histórico de Cuenca, Ecuador*. Tesis de Licenciatura En Turismo. Facultad de Ciencias de la Hospitalidad. Universidad de Cuenca. Ecuador. Recuperado de <https://core.ac.uk/download/pdf/328376607.pdf>

Poveda Llamas. O. (2020). Aprovechamiento turístico de un recurso singular: Albacete y su navaja. Tesis de grado en Turismo. Facultad de Filosofía y Letras. Universidad de Alicante. Recuperado de https://rua.ua.es/dspace/bitstream/10045/107819/1/Aprovechamiento_turistico_de_un_recurso_singular_Albacete_Poveda_Llamas_Olga.pdf

Quille, K. L. & Urgilés, N. B. (2020). Plan de exportación de figuras elaboradas en bronce niquelado y cerámica para la Asociación de Artesanos ubicados en Sangolquí, Quito-Ecuador. Tesis de especialidad en Comercio y Finanzas Internacionales Bilingüe. Facultad de Especialidades Empresariales. Universidad Católica de Santiago de Guayaquil, Ecuador. Recuperado de <http://repositorio.ucsg.edu.ec/handle/3317/15138>

Rojas, A. (2018). *Fotografías de Turismo y Souvenirs en los mercados "El Pueblito" y "La Diana" de Acapulco de Juárez, Guerrero*. Inédito.

Rojas, A. (2019). *Análisis Estadísticos resultantes de los cuestionarios aplicados a los visitantes nacionales y extranjeros en los mercados "El Pueblito" y "La Diana"*. Inédito.

Ruiz, J. & Niño, N. (2014). El turismo en las bahías de Papanaoa. En Niño, N., Bergeret, R. y Díaz, A. (Coords.). *Gestión Sustentable del Turismo*. CDMX: PRAXIS-UAGRO.

SAGARPA. (2015). *Estudio multidimensional para el aprovechamiento del producto de la Palma de Coco a través del proceso de deshidratado como soporte tecnológico para los cultivos ubicados en la Costa del Pacífico*. Octubre. 1(1), 1-64. Recuperado de <https://www.gob.mx/cms/uploads/attachment/file/346828/Palma-de-Coco-Detallado.pdf>

Singón, J. (2016). *Apoyar al sector artesanal, mediante un estudio de factibilidad para la implementación de una microempresa productora y comercializadora de artesanías elaboradas con la corteza de coco, en el distrito metropolitano de Quito, 2016*. Bachelor's Thesis.

Trujillo, A. & Arias, L. (2013). *El coco, recurso renovable para el diseño de materiales verdes*. Ciencia e Ingeniería, 1(14), 93-100.

UNIFEM (1997). *Primer Congreso de Mujeres Mayas. Fondo de Desarrollo de las Naciones Unidas para la Mujer*. México: UNIFEM.

Noise in bars: analysis of an environmental problem in the city

Ruido en bares: análisis de una problemática ambiental en la ciudad

OROZCO-MEDINA, Martha Georgina[†], SÁNCHEZ-JIMÉNEZ, Ilse Denisse^{''} and FIGUEROA-MONTAÑO, Arturo^{'''*}

Institute for the Environment and Human Communities. CUCBA, Universidad de Guadalajara U de G.

''CUCBA, U de G. Ramón Padilla Sánchez 2100 Road, Las Agujas, Zapopan Jalisco.

'''Physics department. CUCEI U de G.

ID 1st Author: *Martha Georgina, Orozco-Medina* / **ORC ID:** 0000-0002-2619-3408, **Researcher ID Thomson:** T-4562- 2018, **arXiv Author ID:** morozco, **CVU CONACYT ID:** 25755

ID 1st Co-author: *Ilse Denisse, Sánchez-Jiménez* / **ORC ID:** 0000-0002-9632-1049, **Researcher ID:** Ilse Denisse Sanchez Jimenez, **Google Scholar ID:** Ilse Denisse Sanchez Jimenez

ID 2nd Co-author: *Arturo, Figueroa-Montaño* / **ORC ID:** 0000-0001-7442-6301, **Researcher ID Thomson:** T-6241-2018, **CVU CONACYT ID:** 76655

DOI: 10.35429/EJM.2020.24.11.35.46

Received: January 25, 2020; Accepted: June 30, 2020

Abstract

The problem of noise in bars is critical and it has increased in residential areas where urban development plans often do not consider this kind of pollutant when granting the municipal license for these entertainment venues. Part of the problem is failure in applying specific land management policies to enable peaceful coexistence between entertainment premises and neighbors. This paper presents the results of a noise study in a bar and the neighboring area where dwellers complain about elevated noise that restrain their rest. Within premises equivalent continuous sound level (LAtt) ranged from 77.4-82.9 dB A in at least 50% of measuring time. Concerning the residential area, LAtt ranged from 52.0 -58.0 dB A and occasionally reached maximum levels of 68 -73 dB A. Recorded levels in the residential area do not comply with Mexican law of 50 dB A to guarantee a peaceful atmosphere for residents to rest and enjoy their homes.

Resumen

El problema del ruido en los bares es crítico y se ha incrementado en las zonas residenciales donde los planes urbanísticos muchas veces no consideran este tipo de contaminante a la hora de otorgar la licencia municipal para estos espacios de entretenimiento. Parte del problema es la falta de aplicación de políticas específicas de ordenación territorial que permitan la convivencia pacífica entre los locales de ocio y los vecinos. En este trabajo se presentan los resultados de un estudio de ruido en un bar y en el área vecina donde los habitantes se quejan de ruidos elevados que restringen su descanso. Dentro de las instalaciones, el nivel de sonido continuo equivalente (LAtt) osciló entre 77,4 y 82,9 dB A en al menos el 50% del tiempo de medición. Respecto al área residencial, LAtt osciló entre 52.0 -58.0 dB A y ocasionalmente alcanzó niveles máximos de 68-73 dB A. Los niveles registrados en el área residencial no cumplen con la ley mexicana de 50 dB A para garantizar un ambiente tranquilo para el descanso de los residentes. y disfruta de sus hogares.

Noise, Environment, Bars, City, Urbanization

Ruido, Medio Ambiente, Bares, Ciudad, Urbanización

Citation: OROZCO-MEDINA, Martha Georgina, SÁNCHEZ-JIMÉNEZ, Ilse Denisse and FIGUEROA-MONTAÑO, Arturo. Noise in bars: analysis of an environmental problem in the city. ECORFAN Journal-Mexico. 2020. 11-24:35-46.

* Correspondence to Author (Email: arturo.fmontano@academicos.udg.mx)

† Researcher contributing first author.

Introduction

Noise as an environmental problem has a significant influence on people's quality of life, there are numerous noise sources found in cities, many come from mobile sources such as: vehicles, buses, freight transport, motorcycles and the fixed sources have their origin in industries, workshops, and services such as restaurants with live music, bars and discos. It is very common that noise levels generated in this type of facilities go beyond the physical barriers of the site. Entertainment venues in residential areas might be an annoyance source disturbing sleep and rest due to involuntary exposure. Attention of noise pollution demands characterization of sources as well as proposals and measures of attention.

Some alternatives may allow characterization of noise and its attention because these types of establishments are considered direct and indirect sources of work that strengthen the economy and generate entertainment options for locals and visitors.

This is why this study was carried out, as part of a requirement of local authority to respond neighbor complain of high noise levels late at night.

The study was carried out in accordance with national standards for noise studies, NOM-081-SEMARNAT-1994. The regulation establishes the maximum permissible limits of noise from fixed sources and its method of measurement.

Practically all the activities of man influence in one way or another on their natural environment. The negative relationship of human activity about the environment has multiplied in a relatively short period of time and it has reached such dimensions that it poses a serious threat to health and even life. Noise pollution may possibly be one of the oldest and received little attention until recently (García, A. 1991), being one of the most subtle pollutants with which humans flood the world. Noise is a physical agent that can be seen, or smell, however it can cause discomfort, health problems or deafness in people exposed to excessive constant noise (Beristain, S. 1998).

Noise has always been a major environmental problem for humans. In some cities of medieval Europe, carriages and horses were not allowed at night, to guarantee a quiet night for its inhabitants. The problems produced by noise in times past are unmatched in modern life (Mage y Zali, 1992).

"Noise" can be defined as unwanted sound or a sound in the wrong place and time, it is fundamentally a byproduct of human activity. The definition of "noise" as "undesirable" sound implies that it has an adverse effect on humans and their environment, including land, structures, and domestic animals. It can disrupt wildlife and ecological systems. (Canter, L. W. 1998). The possibility of negative effects on human health has stimulated research in this field and has been an important motivation for the fight against noise pollution (García, A. 1991).

The human ear picks up sound waves that are present in the air and they transport to the fluid contained in the inner ear, which acts as a transducer, transforming mechanical vibration signals into nerve impulses that transmit acoustic information to the brain. The auditory system is used to communicate, listen to music, locate sound sources and to hear annoying noises. Forming part of the auditory apparatus it is the ear, consisting of a complex organ capable of distinguishing a great resolution both frequencies and sound intensities, through a complex process of sound reception and analysis. (Ochoa, 1990).

The noise produced by the different sources, everyday puzzles and increases the threat to society. Loud sounds can cause permanent damage to the hearing organ. Noise is an environmental problem associated for a long time with the development of the different cultures of the world. Two aspects of the problem, the biggest bewilderment for society today is noise in workplaces (which can damage workers' hearing) and the noise present in our daily lives. (Ryding, 1992).

Major sources of noise are air traffic, road, construction, industry, recreational activities, and human noise. These types of noise are generally on the rise as urban centers they become more and more populated, the industry expands and the need for transportation increases. Noise is what most directly affects workplaces, where hearing loss is the most common condition. Nevertheless, urbanization rates around the world exceed the skill of city planners, to protect residents from noise, increasingly becoming a globalized urban problem. (Yassi, A. 2002)

Hearing loss problems are especially severe in certain industries. Some clinicians are of the opinion that constant exposure at work at levels the 90 dB (decibel) in the human ear range is dangerous, while 80 dB are not, based on many studies. This has resulted in an exposure of 85 dB for 8 hours being the limit that must be tolerated, without protection. Generally, the ears begin to bother approaching 120 and to hurt at 140 dB. (Mugica, A. 1996).

Speaking only of noise, it should be noted that apart from its physical characteristics, there is an important subjective component that makes the same sound can be considered pleasant or annoying, or even indifferent. Some factors that influence this subjectivity are the time of day, the degree of attention or concentration of people recipients, who produces the noise and who suffers it, if it is familiar or strange, it is continuous or intermittent. (Ochoa, 1990)

Noise has features that distinguish it from other environmental pollutants. Sounds are part of daily life; they are necessary for the normal functioning of the human body. The difference between sound and noise is that every activity carried out produces a level sound effect to a greater or lesser degree. The distinction between the two concepts is linked to subjectivity and context. Sound has a harmony, a message and a time, and noise lacks these elements. (Alfie y Salinas 2017).

People who undergo conditions of absolute silence can develop symptoms of mental disorders. The absence of auditory communication due to deafness can induce changes in personality and the conditions of absolute silence can be categorized as frightening situations. As the level of sounds increases in intensity, the negative effects begin to dominate; the last effect is direct trauma when the receptor organ is destroyed. Although positive responses to exposure to sounds are important, generally the negative effects are the ones that attract attention. (Mage y Zali, 1992).

Recently, noise has received attention and has been considered a public health risk. This in non-auditory terms affecting the human body particularly those with hypertension. However, much work remains to be done to quantify physiological effects. There is a wide variation in reaction to noise disturbance and activity interference, with both acoustic and non-acoustic factors affecting individual judgment. (Ryding, 1992).

Noise produces effects directly related to quality of life among others such as the physiological and psychological character, unfortunately have been very little studied to date. Noise can cause or increase the probability of generating symptoms related to any nervous condition, especially if a person is predisposed to it, effects such as irritability, aggressiveness, fatigue, emotional imbalances, and social conflicts are frequent (de la Fuente, G.R. 1997).

Increasing the intensity of sound increases the risk of hearing loss. The risk begins with prolonged exposure to sounds of approximately 75 dB (A) (WHO, 1977). The physical effect of very high intensity sound waves can cause from acute pain and rupture of the eardrum to gradual loss of hearing due to permanent injuries to the inner ear. Sometimes referred to as a direct effect. Physiological changes that can be registered include sleep disturbances and psychological damage; they are considered indirect effects (Yassí. A., 2002). It must be taken into account that all the effects vary from one person to another and may not even to have some symptoms (Ochoa, J. 1990).

The decrease in listening capacity due to age begins to appear around the age of 60; However, these symptoms are appearing among younger people. The decrease in listening skills is the product of overexposure to sound amplification systems: "Previous generations will have deafness problems, typical of age, around 60 years, but in the case of current, they can present from 45 years, that is, they are advancing 15 years a defect that was typical of the third age" (Rabadán, 2010).

Other effects that occur with exposure to noise are: Irritability of the nerves, affecting emotions and behaviors in various specific ways, causing discomfort, and interfering with work, as they impede concentration. All of this causes tension, excitement, and irritability. There are also the effects such as pupil dilation, pale skin, voluntary or involuntary tension of the muscles, decreased gastric secretions, increased diastolic pressure and sudden adrenaline discharges that increase neuromuscular tension. Impulsive noises seem to be worse than continuous noises, as they startle people and can cause accidents (Múgica, A. 1996).

Hearing loss due to noise exposure is permanent and cannot be corrected by surgery or medication. The effects on hearing are cumulative; The more the ear is exposed to noise, the greater the loss. The loss occurs when the delicate auditory hair cells are damaged. (Health & Safety , 2004).

The annoyance is most evident in urban centers and around airports. According to the definition of health, subjective annoyance should be considered as an important cause of effect on health and reason enough to take measures against noise. (Yassi, A. 2002).

Unlike other pollutants, the control of environmental noise has been made difficult by poor knowledge of its effects on human beings and the dose-response relationship, as well as the absence of defined criteria. Although it has been suggested that noise pollution is a "luxury" problem typical of developing countries due to inadequate planning and poor construction of buildings. However, the effects of noise are usually transmitted, and the health consequences are the same. From this perspective, practical actions to limit and control environmental exposure to noise are essential. These actions should be based on an adequate scientific evaluation of the available data on their effects. (Mage y Zali, 1992).

When interest arose in assessing noise annoyance in society, we began by studying the relationship between physical measurements of noise and the statistical response of a group of people to easily measurable continuous noise (Ochoa, 1990).

The incompatibility of land uses in the city and the lack of adequate zoning has contributed to the difficulties for the inhabitants to enjoy a continuous sleep because they tend to wake up due to the noise of the neighboring commercial establishments. (Domínguez y Gortari 2016).

Urban noise

According to data from the Organization for Economic Cooperation and Development 130 million inhabitants of its member countries have sound levels above 55 decibels, which is the limit accepted by the World Health Organization, and another 300 million reside in areas of acoustic discomfort, that is, between 55-65 dB.

Noise as an environmental factor causes damage related to the deterioration of health, it is very common that in cities actions that violate noise levels are penalized, most of the time linked to schedules and living areas. As with industrial noise, it is possible to measure and analyze both internal and external noise. Unlike the industrial case, internal noise can reach, with potentially harmful characteristics, not only the personnel (which must be considered under the rule of labor legislation) but also the assistants, who, not being protected at work, have no requirements of any kind in terms of periodic examinations, audiometry, etc. (Miyara, F. 2004; Miyara, F. en Orozco, M. & González, A. 2019).

In large cities there are various sources of noise that contribute to urban noise, such as vehicle traffic noise, industrial noise, and noise from premises.

The noise produced by public works or the construction of access roads could be considered as traffic noise. Compressors, air hammers, excavators and heavy vehicles of all kinds produce such high levels of noise that, regardless of the significance of prosperity and development that they may symbolize, they are the target of many of the complaints of the residents of our cities. (Morales J. & Fernandez J. 2009)

Noise as an occupational hazard has been known for many years. However, it was not until the advent of the industrial revolution, when factories began to replace human force with machines, that exposure to noise became truly important as a factor in producing health disorders in workers. (Hernández A. & González Méndez B. M. 2007)

The problem that concerns it includes the alteration of both physical and mental health, being the most important aspect in this case, the evident decrease of the hearing capacity or hypoacusis of the employees in the work environment in whom most of the times it is not diagnosed or treated in time to recover the hearing function. (Gómez M. *et al.*, 2012).

Noise from leisure premises: Leisure premises are a source of noise, since high volume music is played inside them, there are air-conditioning devices and they influence the behaviour of users, since they serve alcoholic drinks and indirectly establish the hours of activity of these users in the surroundings of the premises (Pinedo, 2001).

In Spain, 7 % of noise nuisance during the night is due to leisure noise, the third source of noise that causes nuisance during this period. (Ballesteros M. J. & Fernández M. D. 2014).

Noise in young people

There are various sources of non-occupational or recreational noise exposure, with music at high sound levels being the most common for most young people, heard either at home, away from home, or through personal music equipment.

Noise-induced hearing loss is determined by exposure to noise and everyday events, and all age groups can suffer from it. Exposure to different types of noise from early childhood can have a cumulative effect on adult hearing loss. (Basner M. *et al.* 2014)

In one study, 66% of young adults attending nightclubs or rock concerts in the Nottingham area of England reported temporary hearing loss or tinnitus. (Smith P., Davis A., Ferguson M. & Lutman M., 2000)

There are activities for which studies show a serious affectation of the hearing, because of the high volumes of sound used, long exposure times, the participation in night clubs and discos where the average noise levels measured in these places, are in the range of 100 dB and the calculated attendance can be in the order of several hours per week. These environmental conditions are undoubtedly sensitive for noise to be a potential risk, with subsequent effects on hearing (Hernández *et al.*, 2019).

Measures on noise control

Noise control and hearing conservation provide an example of how health standards interrelate. Authors of the WHO Noise Environmental Health Criteria monograph (WHO, 1980a) concluded that noise-induced hearing loss occurs from 75 dB A. However, many countries have adopted a maximum average occupational exposure level of 90 dB A, for 8 hours of work since it was considered high cost, establish reductions for minor exposures. The Factories and other workplaces with noise levels close to 90 dB A are required to carry out studies to assess sound levels conducting studies to evaluate sound levels. If the average sound level exceeds 85 dB A, the employer must implement a hearing protection program in that position or workplace; However, researchers from the WHO (1980) point out that it would be better to establish these programs from 75 dB A.

Hearing conservation measures include controlling noise sources (acoustic covers, noise-proof containers, noise absorbing mounts for vibrating equipment, among other measures that may be necessary), provide workers with personal protective hearing devices (ear plugs, protective ear covers), and conducting annual audiometric exams. Using equipment called an audiometer, a technician measures the ability of workers to perceive noise of different tones or frequencies; the lowest audible sound at that pitch is referred to as the threshold of audibility. When the worker presents hearing loss in a given tone, it is called permanent modification (elevation) of the threshold (Yassi, A. 2002).

Effects on the hearing system

Exposure to noise can cause different auditory and extra-auditory responses, this will depend on the characteristics of the risk and the exposure of the individual.

Deafness depends on characteristics linked to people, the environment, and the aggressor agent. Hearing losses caused by excessive noise can be divided into three types: (Ganime, Robazzi, Valenzuela y Faleiro, 2010).

1. Acoustic trauma: Which is the sudden loss, caused by the perforation of the eardrum, accompanied or not by the disarticulation of the ossicles of the middle ear.
2. Temporary deafness: also known as temporary hearing threshold change, it occurs after exposure to intense noise, for a short period of time.
3. Permanent deafness: It is the repeated exposure to excessive noise daily, which can lead the individual to permanent deafness.

Noise-induced hearing loss starts specifically with a loss in the 4000 Hz frequency, then gets worse, affecting also other lower frequencies, where oral communication takes place. An early sign of hearing loss may be given by the prolongation of the recovery time from the transient elevation of the hearing threshold of the worker's ears a few hours after the cessation of the noise exposure. (Yassí, A. 2002).

Extraauditive effects

The effects of noise translate into stress, being described as psychic, physiological and even anatomical alterations in several animal organs and in the human himself. (Cohen, 1973)

Noise can affect organs other than the hearing, giving rise to several extra-auditory effects, the hearing nerve pathways establish connections with other organs and systems through the autonomic nervous system, and motor effects can be observed (muscle contractions), vegetative (variations in heart rate, peripheral vasoconstriction, increased blood pressure, slowed respiratory movements, etc.) and electroencephalographic (desynchronization). (Del Prado, 2014).

The cardiovascular system is affected by heart rhythm disturbances. For example, some studies show that workers in the steel and foundry industries have a high incidence of heart rhythm disturbances. All these effects related to the heart seem to be transitory, disappearing quickly when exposure to noise ceases. (Ochoa, J. 1990).

Increased blood pressure is also linked to noise, since it increases after acute exposure, it has been suggested that long-term exposure may induce a continuous increase in blood pressure. (Mage y Zali, 1992).

This study aims to apply the methodological guidelines of NOM 081 SEMARNAT, 1994, for the measurement of noise from fixed sources, so we present the results of a diagnosis of perimeter noise in the periphery of a bar, which has been the subject of recurrent complaints by neighbors, for the discomfort it generates them particularly at night.

Measurement methodology

As specified by the Mexican standard (NOM-081-SEMARNAT-1994), after a pilot measurement to identify noise hot spots; continuous measurements were made in the "A" weighting band at each of the identified points with the highest noise level (Inside the bar: Points Ext 1, CEN1, CEN 2, EXT). For this purpose, we used a precision integrating sound level meter CESVA-160 with a current calibration certificate. The measurement time was 15 minutes with a resolution of 1 second, fixing the instrument to a tripod at a floor height no greater than 1.20 m.

Since the source is located on the terrace of a six-story building, it was not possible to meet technical specifications of measurements concerning distance from physical barriers of premises. Besides, it is an area with a predominance of hotels and restaurants that made difficult to comply measurement standards. At ground level on median strip of avenue, three measurement points were established (Figure 2), in addition to five measurement points at 126 m from the source where residential area occurred and complains came from (Figure 3).

Features of sampling points in residential area were:

ZC 1 = In front of gate outside apartment building.

ZC 2 = Left of property of annoyed resident.

ZC 3 = Center of property of annoyed resident.

ZC 4 = Right of property of annoyed resident.

ZC 5 = Four meters to the right of property of annoyed resident.

Results

Source identification

The results presented here correspond to the measurements taken inside the bar, at ground level on median strip of avenue, and at 126 m distance from the source in residential area. Measurements were performed according to NOM-081-SEMARNAT-1994, when physical conditions of study allowed.

Noise level inside the bar

Figure 1a shows the equivalent continuous sound level (LAtt), as well as the maximum (LAT max) and minimum (LATmin) pulses recorded during the 15-minute measurement time at each measurement point.

The figure shows LAtt values in the range of 77.4 dB A – 82.9 dB A. LAT max and LAT min recorded values were in the range of 84.2 dB A - 86.3 dB A, and 64.8 dB A - 70.3 dB A respectively. It is also noticed from the graph that noise records at storehouse (BD 1 and BD 2) where the building's air conditioning system is confined, recorded values in the range of 60 dB A - 70 dB A.

Average of noise continuous level in the slow mode (LAS), as well as maximum and minimum pulses are shown in Figure 1b. LAS values ranged between 72.1 dB A - 80.8 dB A, from which better acoustical conditions prevail at storage house where noise barely reached 60 dB A. Thus, confirming that noise come from music and people having a good as the source of maximum pulses which values went from 76.7 dB A - 87.2 dB A.

Figure 1c illustrates the L10, L50, and L90 percentiles corresponding to the noise level recorded at 10%, 50%, and 90% of the measurement time. From these parameters, it is important to highlight that during 50% of the measurement time, the recorded noise level fluctuated between 74.0 dB A - 81.0 dB A within premises.

Based on recorded values and in contrast to NOM-081- SEMARNAT-1994 specifications for "Ceremonies, festivals and entertainment events" a maximum level of 100 dB A is allowed for a period of 4 hours. Therefore, results in the study meet the standard.

Point distribution

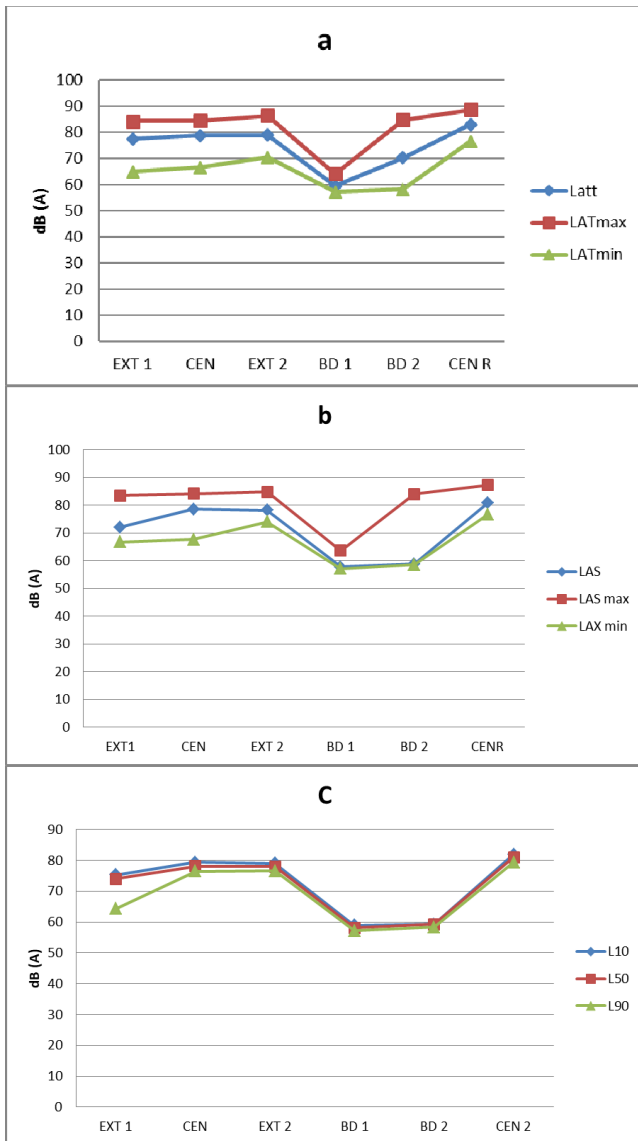


Figure 1 Noise levels recorded inside the bar and storehouse. (a) Equivalent continuous sound level (LAtt), maximum pulse (LATmax) and minimum pulse (LATmin); (b) Average noise level in slow mode (LAS), maximum (LASmax) and minimum values (LASmin); (c) Noise level recorded in 10%, 50% and 90% of measurement time

Outdoor noise level

Three sampling points were located on median strip of avenue in front of the building. However, the noise measured here did not come directly from the establishment in question but rather from road traffic. It should be mentioned that because of the height of the building, these measurements were within the acoustic shadow.

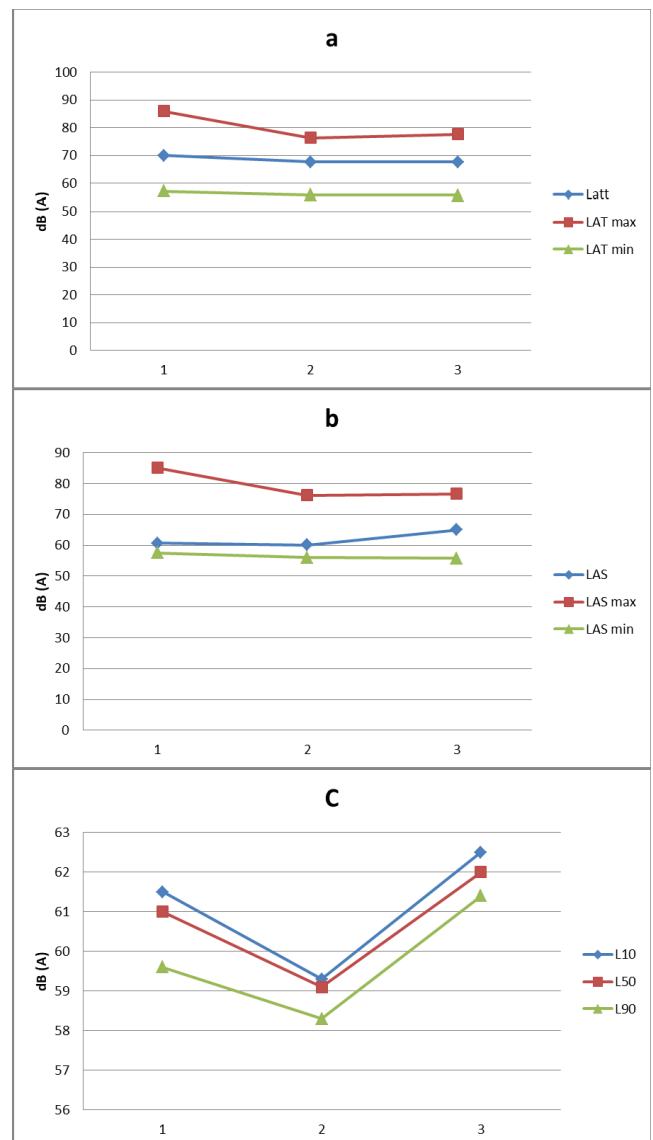


Figure 2 Noise levels outside the building. (a) Equivalent continuous sound level (LAtt), maximum pulse (LATmax) and minimum pulse (LATmin); (b) Average noise level in slow mode (LAS), maximum (LASmax) and minimum values (LASmin) me; (c) Noise level recorded at 10%, 50% and 90% of measurement time.

Noise in residential area

As established by NOM-081-SEMARNAT-1994, 5 sampling points were established every 5 m along the front of affected area. Distance of these points from the source was approximately 126 m. There was not possible to adjust to the distance marked in the standard since hotels and restaurants are located before that distance.

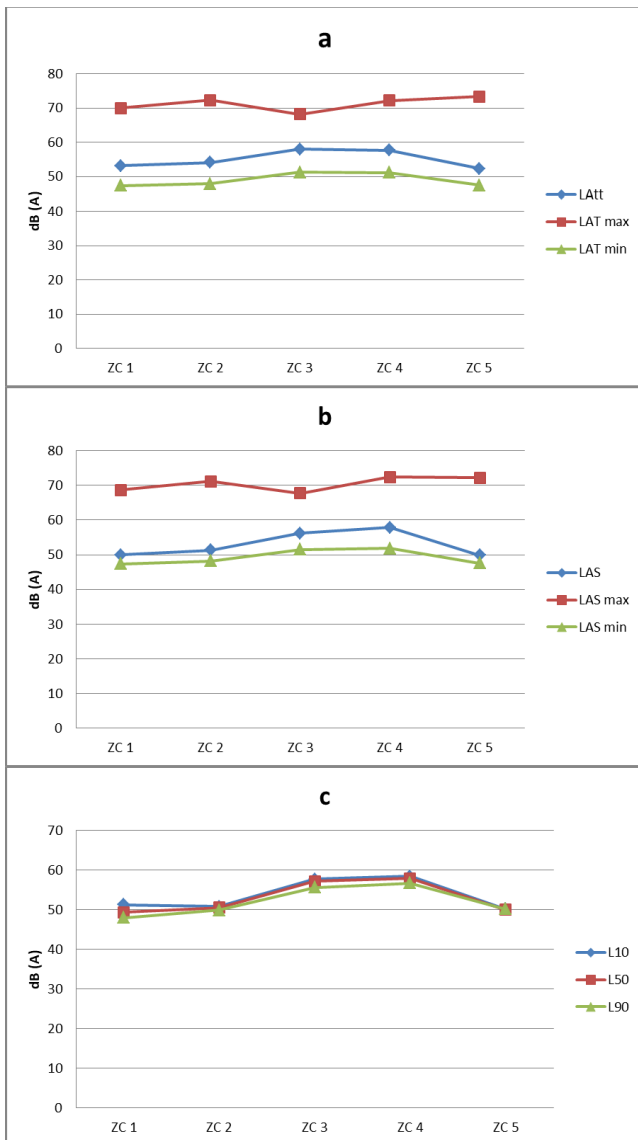


Figure 3 Noise level at residential area. (a) Equivalent continuous sound level (LAtt), maximum pulse (LATmax) and minimum pulse (LATmin); (b) Average noise level in slow mode (LAS), maximum (LASmax) and minimum values (LASmin); (c) Noise level recorded in 10%, 50% and 90% of measurement time

In Figure 3a, it is observed that LAtt during the sampling time ranged between 52 dB A-58 dB A, the maximum pulses (LAT max) occurred between 68 dB A-73 dB A, and the minimum pulses (LATmin) presented values between 47 dB A - 52 dB A. Noise level in its slow mode Figure 3b, recorded values between 50 dB A-58 dB A (LAS), with extreme maximum (LASmax) and minimum (LAS min) values of 67- 72 dB A and 47-52 dB A respectively. Figure 3c shows that in 10%, 50% and 90% of sampled time, noise was more dominant between 49 dB A -58 dB A.

In general terms, Figure 3 shows that the area with the highest noise levels for each of the parameters evaluated are the points directly in front of the building whose only obstacle is a wire rod gate. If specified values from NOM-081-SEMARNAT-1994 amendments published on December 2013, in particular those concerning maximum noise level in "residential zone 1 exteriors" are not met. The standard states average LAtt values of 50 dB A for the period of 22:00-06:00 hrs, range in which the bar operates. Found values in this study clearly exceeded standards, even in the area that was not residential, where there is a mixed use of land with commercial establishments, restaurants, bars, hotels and offices.

Recommendations

The acoustic quality of entertainment spaces has to consider both the recreational and acoustic part as well as not sacrificing the welfare of neighbors and workers, so the scenarios should take into account noise levels, along with other aspects of safety and health.

Carefully consider the effect that the materials they use have on noise levels to which operators of sound equipment are exposed, for example, hard and reflective surfaces can unnecessarily increase sound levels on stage. In contrast, soft, cushioning, or absorbent materials can reduce sound levels.

Several instances have been involved in making recommendations for noise control, one of them is the Institute of Occupational Safety and Health (Ministry of Labor and Immigration in Spain), which recommends methods for reducing noise in these workplaces (bars, clubs, and restaurants). Intervention can be grouped into two categories: physical separation and concentration of music in desired locations.

Architects/designers and owners/promoters considering the construction of new buildings or renovation of existing ones should consult acoustic technicians and/or sound technicians before carrying out any major work. The noise in the premises is made up of three components:

- A direct path, which reaches the ear from the speakers.
- A reverberant path, which is the sound reflected on one or more surfaces.
- A structural path, which is transmitted through the fixing and assembly elements.
- Careful placement of the loudspeakers can reduce direct exposure; to reduce structurally transmitted noise, insulating mounting elements may be necessary.

However, many noise control measures are aimed at reducing reflected sound. This sound tends to increase the sound pressure level inside the room creating a reverberant field that overlaps the direct sound emitted by the source. Sound absorption allows you to control the reflection trajectories in addition to improving the quality of music playback.

Likewise, installing a vegetal barrier in the parking lot would help with the living area where the complaints come from or a fence made of acoustic material.

Follow-up in these cases is particularly important in moving towards attention to the noise condition.

Conclusions

Noise levels registered as equivalent continuous sound level that are recorded in the residential area fluctuate between 52 dB A-58dBA, however the noise is of multifactorial origin and by the characteristics of the area and the traffic that is presented that even is estimated in the 75 dB(A) (Orozco, 2005), can also come from the rest of the establishments in the area, the very night activity that takes place there, as well as the operation of the acclimatization systems of surrounding buildings.

It was measured at different days and times, critical hours of the morning were selected to make the measurement and days of high influx on weekends, the noise levels do not exceed the maximum permissible at the rate of NOM-081-SEMARNAT-199.

With due reservations, given the location of the property and the commercial characteristics of the area where the measurement was taken, if the following is taken as a basis: "Agreement modifying numeral 5.4 of the Mexican Official Norm NOM-081-SEMARNAT-1994, which establishes the maximum permissible limits of noise emission from fixed sources and their method of measurement", it would seem that the noise level inside the bar complies with the permissible one for "Ceremonies, festivals and entertainment events" in which the activity of the bar under study is classified.

It should be mentioned that due adjustments that had to be made to perform the measurements for the conditions of the place, so it is considered that if the neighborhood complaints are recurrent, some adjustments can be made in the way the speakers are directed and perhaps a series of minimum conditioning in the facilities of the place or simply an adjustment to the volume and thus ensure more favorable acoustic conditions in the area.

The problem of noise in cities is a pending issue on the part of the authorities, it is evident that although noise levels may be like those of vehicular traffic, there is a situation that arises that is the nuisance, which is normatively in Mexico It is not regulated, and unfortunately it is the one that most influences the effects on people's well-being and this situation of rejection indirectly diminishes the well-being and therefore the health of the people.

Public policies in urban spaces must advance regulations in establishments, such as space conditioning, schedules and urbanization plans, in this way there will be better acoustic quality conditions in housing areas, which are the most affected in night hours for the rest of the residents of clubs and bars.

References

Alfie C.; and Salinas O (2017). *Ruido en la ciudad. Contaminación auditiva y ciudad caminable*. Estud. demogr. urbanos, México , v. 32, n. 1, p. 65-96.

- Ballesteros M. J. & Fernández M. D. (2014) *Análisis del ruido de ocio, propuesta de procedimientos y herramientas de gestión*. Universidad Politécnica De Madrid. pp 3-14
- Basner M. Et al. (2014) *Efectos auditivos y no auditivos en la salud, provocados por el ruido*. The Lancet Vol. 383. Pp. 22-24
- Beristain, S. (1998) "Ruido". Memorias del 5º. Congreso Mexicano de Acústica. Querétaro, Qro, México.
- CDC Office of Health and Safety. (2004) CDC Hearing Conservation Program. [Monograph on Internet]; Available from: <http://www.cdc.gov/od/ohs/manual/hearing.htm>
- Canter, Larry W. (1998) *Manual de Evaluación de Impacto Ambiental*, Mc Graw Hill.
- Cohen A. (1997) *Extra-auditory effects of occupational noise*. I. Disturbances to physical and mental health. Nat. Safety News. p 93-9.
- De la Fuente G.R. (1997) "Efectos Del Ruido En El Ser Humano" Memorias del 4º. Congreso Mexicano de Acústica Guanajuato, Gto. México.
- Domínguez Ruiz A.L. & Gortari J. (2016). *Violencia Acústica Urbana*Un Diagnóstico De Los Problemas De Ruido En La Ciudad De México*. p. 12.
- Ganime, J.F., Almeida da Silva, L., Robazzi, ML do C.C., Valenzuela Sauzo, S., & Faleiro, S.A. (2010). El ruido como riesgo laboral: una revisión de la literatura. *Enfermería Global*, (19).
- García A. M. (1991). *Monografías Sanitarias Salud Para Todos*, Conselleria De Sanitat I Consum.
- García A., (1994). *Estudio del Ruido Ambiental en la Comunidad Valenciana*. Generalitat Valenciana.
- Gómez M. Et al, (2012). *Ruido industrial: efectos en la salud de los trabajadores expuestos*. Revista CES Salud Pública. , Volumen 3, Número 2, J, Pp. 174-183
- Hernández A. & González Méndez B. M. (2007) *Alteraciones Auditivas En Trabajadores Expuestos Al Ruido Industrial*. Especialista en Medicina Familiar, Centro de Aplicaciones Tecnológicas y Desarrollo Nuclear (CEADEN) Vol 3. P. 2
- Hernández, O., Hernández, G., & López E. (2019). Ruido y salud. *Revista Cubana de Medicina Militar*, 48(4), e431.
- Mage, D. T., Zali O. (1995). *Contaminación Atmosférica Causada por Vehículos Automotores*. Organización Mundial de la Salud y ECOTOX, Ginebra, Suiza.
- Ministerio de Trabajo e Inmigración en España, Instituto de Seguridad e Higiene del trabajo, (2006), *Ruido en los sectores de la Música y el Ocio*.
- Miyara, F. Ruido y Salud en Orozco, M. & González, A. (2019). *Ruido, Salud y Bienestar: Visión, análisis y Perspectivas en Latinoamérica*. Universidad de la República.
- Miyara F (2004). *Ruido urbano: tránsito, industria y esparcimiento*. Acústica urbana convenio MVOTMA-UdelaR (DINAMA - facultad de ingeniería. república oriental del Uruguay. (en Línea). 27.12.2020. Available: <http://www.fceia.unr.edu.ar/acustica/biblio/urbano.pdf>
- Morales J. & Fernández J. (2009) *Estudio de la influencia de determinadas variables en el ruido urbano producido por el tráfico de vehículos*, Universidad Politécnica de Madrid Escuela Técnica Superior de Ingenieros de Caminos, Canales y Puertos.
- Mugica, V. A. (1996), *Contaminación Ambiental causas y control*, Universidad Autonoma Metropolitana Azcapotzalco, Mexico, D.F. pag. 325- 353.
- Ochoa, J. M. P. y Bolaños, F. (1990). *Medida y Control del Ruido*. PRODUCTICA, Barcelona, España.
- Smith P.A., Davis A., Ferguson M. and Lutman M.E (2000). *The prevalence and type of social noise exposure in young adults in England*. Noise Health 2000; pp. 41-56
- Orozco, M., S., et al, (2005). *Actualización del Mapa de Ruido de la Zona Metropolitana de Guadalajara*, Guadalajara, México.

Pinedo, J. (2001). *El ruido del ocio: análisis jurídico de la contaminación acústica producida por las actividades de ocio*. Editorial Bosch.

Prado, J. D. (2014) *Efectos extra-auditivos del ruido: Efectos psicofisiológicos*. Available: <https://www.imf-formacion.com/blog/prevencion-riesgos-laborales/actualidad-laboral/efectos-extra-auditivos-del-ruido-efectos-psicofisiologicos/>

Ryding, S.O. (1992). *Environment Management Handbook*, Lewis Publishers, Boca Raton, Florida.

Rabadán Malda I. en Milenio, (Nov. 2010) "*Sonidos modernos provocarán sordera a partir de los 45 años*",

Yassi A., Kjellstrom T. Kok T., and Guidotti T. (2002). *Salud Ambiental Básica*. Red de formación Ambiental. PNUMA.

[Title in Times New Roman and Bold No. 14 in English and Spanish]

Surname (IN UPPERCASE), Name 1st Author†*, Surname (IN UPPERCASE), Name 1st Coauthor, Surname (IN UPPERCASE), Name 2nd Coauthor and Surname (IN UPPERCASE), Name 3rd Coauthor

Institutional Affiliation of Author including Dependency (No.10 Times New Roman and Italic)

International Identification of Science - Technology and Innovation

ID 1st Author: (ORC ID - Researcher ID Thomson, arXiv Author ID - PubMed Author ID - Open ID) and CVU 1st author: (Scholar-PNPC or SNI-CONACYT) (No.10 Times New Roman)

ID 1st Coauthor: (ORC ID - Researcher ID Thomson, arXiv Author ID - PubMed Author ID - Open ID) and CVU 1st coauthor: (Scholar or SNI) (No.10 Times New Roman)

ID 2nd Coauthor: (ORC ID - Researcher ID Thomson, arXiv Author ID - PubMed Author ID - Open ID) and CVU 2nd coauthor: (Scholar or SNI) (No.10 Times New Roman)

ID 3rd Coauthor: (ORC ID - Researcher ID Thomson, arXiv Author ID - PubMed Author ID - Open ID) and CVU 3rd coauthor: (Scholar or SNI) (No.10 Times New Roman)

(Report Submission Date: Month, Day, and Year); Accepted (Insert date of Acceptance: Use Only ECORFAN)

Abstract (In English, 150-200 words)

Objectives
Methodology
Contribution

Abstract (In Spanish, 150-200 words)

Objectives
Methodology
Contribution

Keywords (In English)

Indicate 3 keywords in Times New Roman and Bold No. 10

Keywords (In Spanish)

Indicate 3 keywords in Times New Roman and Bold No. 10

Citation: Surname (IN UPPERCASE), Name 1st Author, Surname (IN UPPERCASE), Name 1st Coauthor, Surname (IN UPPERCASE), Name 2nd Coauthor and Surname (IN UPPERCASE), Name 3rd Coauthor. Paper Title. ECORFAN Journal-Mexico. Year 1-1: 1-11 [Times New Roman No.10]

* Correspondence to Author (example@example.org)

† Researcher contributing as first author.

Introduction

Text in Times New Roman No.12, single space.

General explanation of the subject and explain why it is important.

What is your added value with respect to other techniques?

Clearly focus each of its features

Clearly explain the problem to be solved and the central hypothesis.

Explanation of sections Article.

Development of headings and subheadings of the article with subsequent numbers

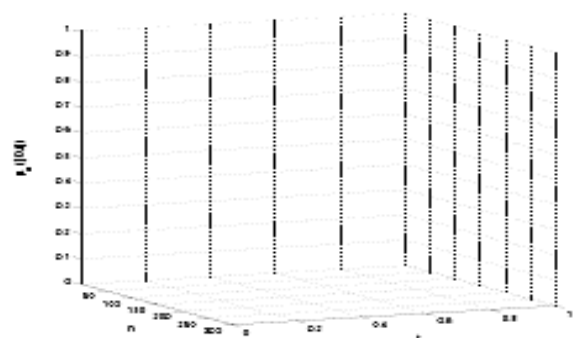
[Title No.12 in Times New Roman, single spaced and bold]

Products in development No.12 Times New Roman, single spaced.

Including graphs, figures and tables-Editable

In the article content any graphic, table and figure should be editable formats that can change size, type and number of letter, for the purposes of edition, these must be high quality, not pixelated and should be noticeable even reducing image scale.

[Indicating the title at the bottom with No.10 and Times New Roman Bold]



Graphic 1 Title and *Source (in italics)*

Should not be images-everything must be editable.

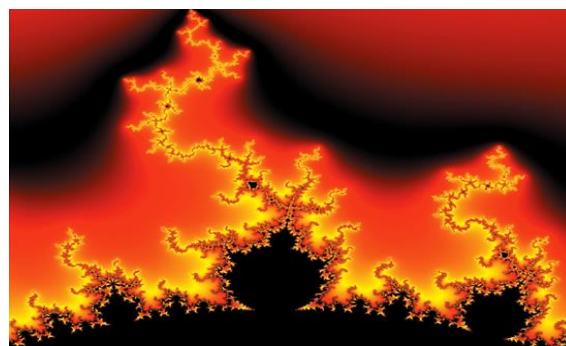


Figure 1 Title and *Source (in italics)*

Should not be images-everything must be editable.

Table 1 Title and *Source (in italics)*

Should not be images-everything must be editable.

Each article shall present separately in **3 folders**: a) Figures, b) Charts and c) Tables in .JPG format, indicating the number and sequential Bold Title.

For the use of equations, noted as follows:

$$Y_{ij} = \alpha + \sum_{h=1}^r \beta_h X_{hij} + u_j + e_{ij} \tag{1}$$

Must be editable and number aligned on the right side.

Methodology

Develop give the meaning of the variables in linear writing and important is the comparison of the used criteria.

Results

The results shall be by section of the article.

Annexes

Tables and adequate sources

Thanks

Indicate if they were financed by any institution, University or company.

Conclusions

Explain clearly the results and possibilities of improvement.

References

Use APA system. Should not be numbered, nor with bullets, however if necessary numbering will be because reference or mention is made somewhere in the Article.

Use Roman Alphabet, all references you have used must be in the Roman Alphabet, even if you have quoted an Article, book in any of the official languages of the United Nations (English, French, German, Chinese, Russian, Portuguese, Italian, Spanish, Arabic), you must write the reference in Roman script and not in any of the official languages.

Technical Specifications

Each article must submit your dates into a Word document (.docx):

Journal Name

Article title

Abstract

Keywords

Article sections, for example:

1. *Introduction*
2. *Description of the method*
3. *Analysis from the regression demand curve*
4. *Results*
5. *Thanks*
6. *Conclusions*
7. *References*

Author Name (s)

Email Correspondence to Author

References

Intellectual Property Requirements for editing:

-Authentic Signature in Color of Originality Format Author and Coauthors

-Authentic Signature in Color of the Authorization Format of Author and Coauthors

Reservation to Editorial Policy

ECORFAN Journal México reserves the right to make editorial changes required to adapt the Articles to the Editorial Policy of the Journal. Once the Article is accepted in its final version, the Journal will send the author the proofs for review. ECORFAN® will only accept the correction of errata and errors or omissions arising from the editing process of the Journal, reserving in full the copyrights and content dissemination. No deletions, substitutions or additions that alter the formation of the Article will be accepted.

Code of Ethics - Good Practices and Declaration of Solution to Editorial Conflicts

Declaration of Originality and unpublished character of the Article, of Authors, on the obtaining of data and interpretation of results, Acknowledgments, Conflict of interests, Assignment of rights and Distribution

The ECORFAN-Mexico, S.C Management claims to Authors of Articles that its content must be original, unpublished and of Scientific, Technological and Innovation content to be submitted for evaluation.

The Authors signing the Article must be the same that have contributed to its conception, realization and development, as well as obtaining the data, interpreting the results, drafting and reviewing it. The Corresponding Author of the proposed Article will request the form that follows.

Article title:

- The sending of an Article to ECORFAN Journal México emanates the commitment of the author not to submit it simultaneously to the consideration of other series publications for it must complement the Format of Originality for its Article, unless it is rejected by the Arbitration Committee, it may be withdrawn.
- None of the data presented in this article has been plagiarized or invented. The original data are clearly distinguished from those already published. And it is known of the test in PLAGSCAN if a level of plagiarism is detected Positive will not proceed to arbitrate.
- References are cited on which the information contained in the Article is based, as well as theories and data from other previously published Articles.
- The authors sign the Format of Authorization for their Article to be disseminated by means that ECORFAN-Mexico, S.C. In its Holding Mexico considers pertinent for disclosure and diffusion of its Article its Rights of Work.
- Consent has been obtained from those who have contributed unpublished data obtained through verbal or written communication, and such communication and Authorship are adequately identified.
- The Author and Co-Authors who sign this work have participated in its planning, design and execution, as well as in the interpretation of the results. They also critically reviewed the paper, approved its final version and agreed with its publication.
- No signature responsible for the work has been omitted and the criteria of Scientific Authorization are satisfied.
- The results of this Article have been interpreted objectively. Any results contrary to the point of view of those who sign are exposed and discussed in the Article.

Copyright and Access

The publication of this Article supposes the transfer of the copyright to ECORFAN-Mexico, SC in its Holding Mexico for its ECORFAN Journal México, which reserves the right to distribute on the Web the published version of the Article and the making available of the Article in This format supposes for its Authors the fulfilment of what is established in the Law of Science and Technology of the United Mexican States, regarding the obligation to allow access to the results of Scientific Research.

Article Title:

Name and Surnames of the Contact Author and the Coauthors	Signature
1.	
2.	
3.	
4.	

Principles of Ethics and Declaration of Solution to Editorial Conflicts

Editor Responsibilities

The Publisher undertakes to guarantee the confidentiality of the evaluation process, it may not disclose to the Arbitrators the identity of the Authors, nor may it reveal the identity of the Arbitrators at any time.

The Editor assumes the responsibility to properly inform the Author of the stage of the editorial process in which the text is sent, as well as the resolutions of Double-Blind Review.

The Editor should evaluate manuscripts and their intellectual content without distinction of race, gender, sexual orientation, religious beliefs, ethnicity, nationality, or the political philosophy of the Authors.

The Editor and his editing team of ECORFAN® Holdings will not disclose any information about Articles submitted to anyone other than the corresponding Author.

The Editor should make fair and impartial decisions and ensure a fair Double-Blind Review.

Responsibilities of the Editorial Board

The description of the peer review processes is made known by the Editorial Board in order that the Authors know what the evaluation criteria are and will always be willing to justify any controversy in the evaluation process.

In case of Plagiarism Detection to the Article the Committee notifies the Authors for Violation to the Right of Scientific, Technological and Innovation Authorization.

Responsibilities of the Arbitration Committee

The Arbitrators undertake to notify about any unethical conduct by the Authors and to indicate all the information that may be reason to reject the publication of the Articles. In addition, they must undertake to keep confidential information related to the Articles they evaluate.

Any manuscript received for your arbitration must be treated as confidential, should not be displayed or discussed with other experts, except with the permission of the Editor.

The Arbitrators must be conducted objectively, any personal criticism of the Author is inappropriate.

The Arbitrators must express their points of view with clarity and with valid arguments that contribute to the Scientific, Technological and Innovation of the Author.

The Arbitrators should not evaluate manuscripts in which they have conflicts of interest and have been notified to the Editor before submitting the Article for Double-Blind Review.

Responsibilities of the Authors

Authors must guarantee that their articles are the product of their original work and that the data has been obtained ethically.

Authors must ensure that they have not been previously published or that they are not considered in another serial publication.

Authors must strictly follow the rules for the publication of Defined Articles by the Editorial Board.

The authors have requested that the text in all its forms be an unethical editorial behavior and is unacceptable, consequently, any manuscript that incurs in plagiarism is eliminated and not considered for publication.

Authors should cite publications that have been influential in the nature of the Article submitted to arbitration.

Information services

Indexation - Bases and Repositories

LATINDEX (Scientific Journals of Latin America, Spain and Portugal)

DIALNET (Dialnet Foundation - University of La Rioja, Spain)

CLASS (Citations Social Sciences and Latin American Humanities-UNAM)

DULCINEA (Spanish scientific journals)

HISPANA (Information and Bibliographic Orientation-Spain)

SHERPA (University of Nottingham - England).

SUDOC. (France)

UNIVERSIA (University Library-Madrid)

ESCI (Index of Appointments of Emerging Sources- Thomson Reuters)

RESEARCH GATE (Germany)

GOOGLE SCHOLAR (Citation indices-Google)

REDIB (Ibero-American Network of Innovation and Scientific Knowledge- CSIC)

MENDELEY (Bibliographic References Manager)

Publishing Services

Citation and Index Identification H

Management of Originality Format and Authorization

Testing Article with PLAGSCAN

Article Evaluation

Certificate of Double-Blind Review

Article Edition

Web layout

Indexing and Repository

Article Translation

Article Publication

Certificate of Article

Service Billing

Editorial Policy and Management

143 – 50 Itzopan, Ecatepec de Morelos–Mexico. Phones: +52 1 55 6159 2296, +52 1 55 1260 0355, +52 1 55 6034 9181; Email: contact@ecorfan.org www.ecorfan.org

ECORFAN®

Chief Editor

SERRUDO-GONZALES, Javier. BsC

Executive Director

RAMOS-ESCAMILLA, María. PhD

Editorial Director

PERALTA-CASTRO, Enrique. MsC

Web Designer

ESCAMILLA-BOUCHAN, Imelda. PhD

Web Diagrammer

LUNA-SOTO, Vladimir. PhD

Editorial Assistant

REYES-VILLAGO, Angélica. BsC

Translator

DÍAZ-OCAMPO, Javier. BsC

Philologist

RAMOS-ARANCIBIA, Alejandra. BsC

Advertising & Sponsorship

(ECORFAN® Mexico), sponsorships@ecorfan.org

Site Licences

03-2010-032610094200-01-For printed material ,03-2010-031613323600-01-For Electronic material,03-2010-032610105200-01-For Photographic material,03-2010-032610115700-14-For the facts Compilation,04-2010-031613323600-01-For its Web page,19502-For the Iberoamerican and Caribbean Indexation,20-281 HB9-For its indexation in Latin-American in Social Sciences and Humanities,671-For its indexing in Electronic Scientific Journals Spanish and Latin-America,7045008-For its divulgation and edition in the Ministry of Education and Culture-Spain,25409-For its repository in the Biblioteca Universitaria-Madrid,16258-For its indexing in the Dialnet,20589-For its indexing in the edited Journals in the countries of Iberian-America and the Caribbean, 15048-For the international registration of Congress and Colloquiums. financingprograms@ecorfan.org

Management Offices

143 – 50 Itzopan, Ecatepec de Morelos–Mexico.

ECORFAN-Journal Mexico

“The effect of employees’ emotional intelligence and engagement on their mental health with a focus on mediating role of mental creativity”

FAYEGH-MORADIHA, Hadi, SHIRAZIAN, Zahra, SALIMI, Freidoon and FAYEGH-MORADIHA, Mehdi

Islamic Azad University

“Alternative dispute resolution (ADR), the best option in family matters”

GONZÁLEZ-HERNÁNDEZ, Daniel Antonio, REJÓN-JIMÉNEZ, Ysela, TEJERO-BOLÓN, Francisco Javier and VÁZQUEZ-HEREDIA, Pablo Rafael

Universidad Autónoma del Carmen

“Tourist focus of handmade souvenirs: two markets case of Acapulco”

ROJAS-COPA, Aline Estrella, NIÑO-GUTIÉRREZ, Naú Silverio, NIÑO-CASTILLO, Isaías Naú and NIÑO-CASTILLO, Jacob Elías

Universidad Autónoma de Guerrero

“Noise in bars: analysis of an environmental problem in the city”

OROZCO-MEDINA, Martha Georgina, SÁNCHEZ-JIMÉNEZ, Ilse Denisse and FIGUEROA-MONTAÑO, Arturo

Universidad de Guadalajara

