

# AD MI NIS 3 TRA ÇÃO:

**Estudos organizacionais e sociedade**

Elói Martins Senhoras  
(Organizador)

  
Ano 2021



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## APRESENTAÇÃO

A evolução do pensamento administrativo tem sido apreendida no tempo como uma evolução incremental e contínua de debates sobre soluções e agendas estratégicas que podem otimizar processos, produtos e serviços ou resolver aqueles problemas que afetam a Sociedade e as Organizações.

O objetivo deste livro é caracterizar o campo científico da Administração em sua riqueza de agendas temáticas, por meio da apresentação de um conjunto diversificado de estudos que valoriza a reflexão sobre a realidade organizacional que é complexa, sem perder a praticidade de uma linguagem amplamente acessível ao grande público.

Neste sentido, a estruturação do presente livro fundamenta-se em um conjunto de 26 capítulos, os quais abordam, tanto as agendas teóricas e discursivas no campo epistemológico da Administração, quanto, a realidade empírica organizacional e da gestão estratégica, ilustradas no formato de estudos de caso.

A natureza exploratória, descritiva e explicativa dos capítulos do livro combina distintas abordagens quali-quantitativas, recortes teóricos e procedimentos metodológicos de levantamento e análise de dados, corroborando assim para a apresentação de uma genuína agenda eclética de estudos.

Resultado de um trabalho coletivo desenvolvido por meio de uma rede de autores brasileiros e estrangeiros, esta obra apresenta uma visão panorâmica sobre a realidade organizacional a partir de uma abordagem que valoriza a pluralidade de pensamento sobre a realidade dos desafios e problemas correntes.

Conclui-se para apreciação de leitura que uma panorâmica visão da do campo de Administração é fornecida ao público leitor, fundamentada em relevantes análises de estudos de casos que corroboram teórica e conceitualmente para a produção de novas informações e conhecimentos sobre a fluida realidade das organizacional no período contemporâneo.

Excelente leitura!

Elói Martins Senhoras




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# CAPÍTULO 18

## VICTIMIZATION OF COMPANIES, FROM THE POINT OF VIEW OF THE BUSINESSMEN AND ENTREPRENEURS OF THE PORT OF ACAPULCO, GRO., MEXICO

*Data de aceite: 25/10/2021*

**Moisés Carmona Serrano**

**José Adolfo Martínez Castellanos**

**Julio Cesar Cortez Jaimes**

**Remigio Marin Ibarra**

**ABSTRACT:** The closure of business in the port of Acapulco, Guerrero, Mexico is appreciated by just visiting the tourist area, which is divided into Acapulco Traditional Acapulco, Acapulco Dorado, and Acapulco Diamante, where commercial and local plazas can be seen with the curtains down. For this reason, this investigation was carried out considering the violence that could be generating this reality in said tourist destination and more one in the real Acapulco, that of the periphery, where several businesses are also seen with the curtains down, which remain so due to various situations described in this research

**KEYWORDS:** Violence, Victimization, Business, Companies, entrepreneurs.

### INTRODUCTION

Article 5. of the Political Constitution of the United Mexican States establishes that: No person may be prevented from dedicating himself to the

profession, industry, trade, or work that suits him, being lawful. The exercise of this freedom may only be forbidden by judicial determination, when the rights of a third party are attacked, or by governmental resolution, issued in the terms established by law, when the rights of society are offended. No one can be deprived of the product of their work, except by court order. So, the population of Acapulco, Guerrero, Mexico. They carry out various activities that result in their economic and family well-being by producing or marketing various products that the consumer demands, thereby creating the economic movement from the lower, middle, and upper social class of the city and port of Acapulco.

The economic movement is generated throughout the territory of the port, observing that the victimization of the companies or businesses that they have is different in each corner of Acapulco since they experience different types of violence that make entrepreneurs or businessmen make different decisions according to the situation that arises in your day-to-day business.

- The Mexican state annually formulates the NATIONAL SURVEY ON VICTIMIZATION AND PERCEPTION ON PUBLIC SAFETY, called (ENVIPE.). and this focuses on:
- Provide information for the design of public policies by competent authorities
- Contributes to the design of security strategies for companies

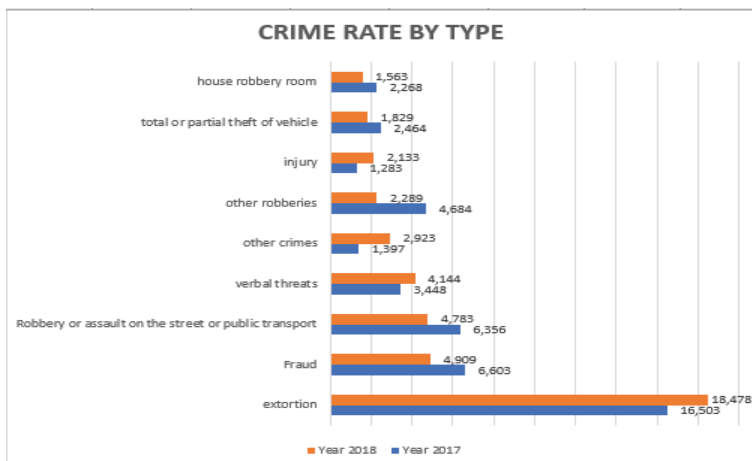
- Measures business perception of public safety
- Measures the degree of trust of the business sector in Public Security Institutions
- Estimates the costs of crime in the private sector for fear of crime

To cite data from ENVIPE 2019, in the state of Guerrero it was obtained that the crimes that most affect the population are:

#### Extortion

- verbal threats
- other crimes
- injury

As shown in graph 1, which is presented below:



Graph 1. Result of ENVIPE 2019

Source: [https://www.inegi.org.mx/contenidos/programas/envipe/2019/doc/envipe2019\\_gro.pdf](https://www.inegi.org.mx/contenidos/programas/envipe/2019/doc/envipe2019_gro.pdf)

The table above shows that in the state of Guerrero extortion is the scourge that affects free economic development and that same affects the port of Acapulco, as part of the State of Guerrero, which is the place where the current investigation is applied, in search of outlets that help reduce this type of violence in order to find social Peace in the Municipality of Acapulco, Guerrero, Mexico.

Therefore, this research was carried out qualitatively and by the non-probabilistic method called Snowball, which begins with the application of a research instrument to one respondent, and this recommends another one, and in turn the other recommends us to another, until you no longer have prospects to whom the survey is applied.

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## **METHOD DESCRIPTION**

The type of research used in the present case is descriptive, transversal, not experimental, since it consists of getting to know the situations, customs and attitudes and to describe each of the aforementioned concepts, the following are invoked:

Sabino, C. (1992) defines descriptive studies: “descriptive research consists of describing some fundamental characteristics in a homogeneous set of phenomena using systematic criteria that allow their structure or behavior to be revealed.

Regarding transversality, it is considered this way, because it was carried out only once, in a single moment and in a single space, Hernández, S. (1988).

Non-experimental research is also known as Ex Post Facto research, a term that comes from Latin and means after the events occurred. According to Kerlinger (2002), Ex Post Facto research is a type of “systematic research in which the researcher has no control over the independent variables because the events have already occurred or because they are intrinsically manipulable”.

In this study, the businesses that are operating in the port of Acapulco were taken as a universe and the non-probabilistic sampling called SNOWBALL is applied, which is defined below:

What does it consist of?

The central idea is that each individual in the population can nominate other individuals, who have the same probability of being selected. Individuals who are chosen are asked to nominate other people.

By adapting some questions from the survey called ENVIPE 2019, the research instrument considered as Annex 1 will be applied, in the case at hand.

Bibliographic references

This research is based on the reality that exists in the port of Acapulco, Guerrero in terms of the economic movement that is generated by the trade of goods or services demanded by the population, the above has been diminished by closing various establishments in various parts of the port, which is verified when visiting said population



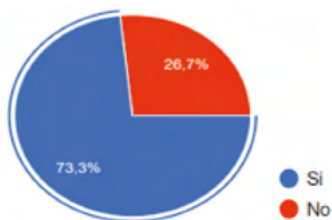
in its entirety, that is, the tourist area and the general population, which motivated this investigation, since the government carries out the National Survey of Victimization and Perception of Public Safety (ENVIPE), but it is limited to the Federal and State level, which prompted a regional study like the one that is being formulated.

In psychology, victimology is the study of the causes for which certain people are victims of a crime and how the lifestyle of these people entails a greater or lesser probability that a certain person is a victim. This theory is applicable to individuals or businesses that are victimized by various causes, as can be seen in the research instrument applied to this study.

## SUMMARY OF RESULTS

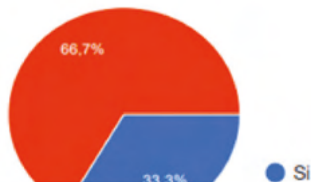
In this investigative work, the Victimization of Companies was studied, from the point of view of the businessmen and Entrepreneurs of the port of Acapulco, Gro., Mexico and when applying the research instrument the following results were obtained:

1. Is your business open all day?



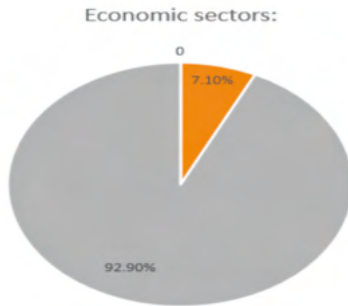
It is appreciated that 73.3% of the businesses are open all day, which should have a surveillance structure on their part, as well as coordinate with the local authority in order to have the support of the government for any situation of violence. to be presented

2. When starting a business, are there people who ask you for a monetary contribution without any document for opening?



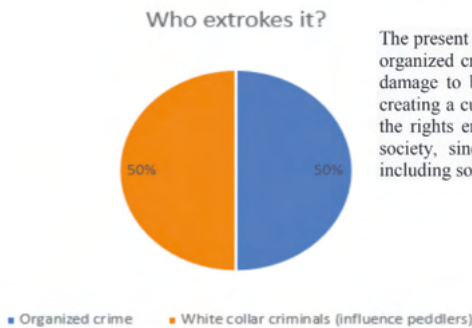
66.7% of businessmen or entrepreneurs do not pay fees to people for opening their businesses, while 33.3% do, which shows that, in Acapulco, there is a 33.3% collection of fees from businessmen, and this should be reported and investigated by the authority

### 3. What is your business doing?



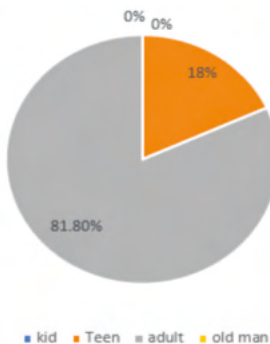
In Acapulco, Guerrero, Mexico, most of the businesses are done in the commercialization of goods and services, and this is shown by statistics, since 92.9% of those surveyed indicate that they dedicate themselves to this activity, while 7.1% are dedicated to the transformation of the raw material, with which an area of opportunity is appreciated for the improvement and diversification of activities that start from the primary sector of the economy.

### 4. Are you a victim of being charged for fees?



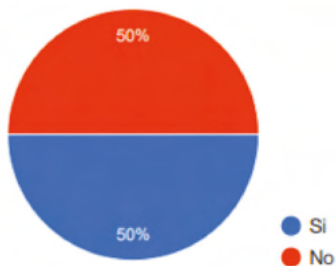
The present investigation classifies criminals into white collar criminals and organized crime, and it is appreciated that for various reasons both causes damage to businesses, one as well as the other group of criminals, thus creating a culture of reporting to the authority, that corresponds and defend the rights enshrined in the Laws that are created to create governance in society, since the decomposition of the government is appreciated by including some as it charges fees to entrepreneurs

### 5. Who charges the fee it looks like?



Entrepreneurs or business owners pay extortions to adults who intimidate them with the fact that if they do not pay the extortion, they can even be killed for not complying with the requested quota, it is appreciated that those who collect the quota are adults, as indicated by the 81.8% and employers say that 18% of those who charge a fee are adolescents

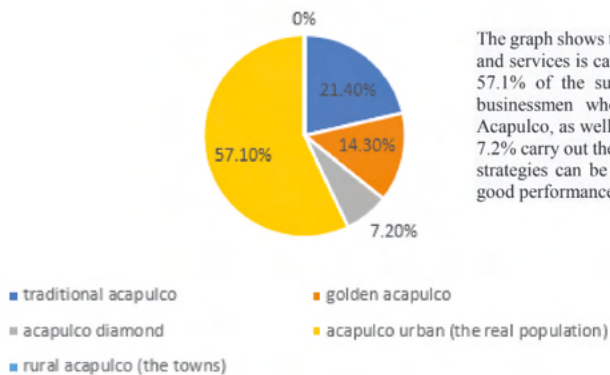
6. Have you been charged a fee by various criminal groups or white-collar criminals?



The surveyed population indicates that they have been the victim of the collection of fees from various groups of criminals, whether criminals or white collar, which causes the decrease in profits and as a consequence the closure of businesses, which is why the authority must structure a plan aimed at safeguarding the individual guarantees of businessmen and entrepreneurs

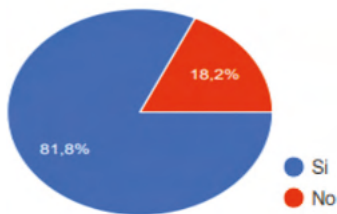
7. Do you develop your activity in?

### ACAPULCO BY SECTORS



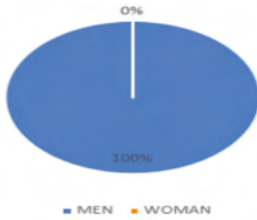
The graph shows that the strongest commercialization of goods and services is carried out in Urban Acapulco, as indicated by 57.1% of the surveyed population, followed by 21.4% of businessmen who carry out their activities in traditional Acapulco, as well as the 14.3% work in Acapulco Dorado and 7.2% carry out their activities in Acapulco Dorado, with which strategies can be made to monitor economic activity and its good performance by citizens.

8. Have you closed business due to excess collection of fees?



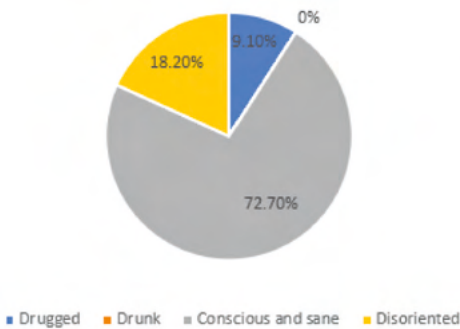
The survey shows that businessmen and entrepreneurs in Acapulco have closed businesses due to the collection of fees from criminal groups and white-collar criminals

### 9. Who happens to collect the fee is?



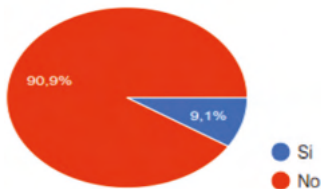
It is appreciated that those who collect the fees from employers are male, so the gender that must be addressed has been identified so as not to generate more crime in the municipality of Acapulco, Gro

### 10. The one who charges a fee is seen?



The appearances of the people who go on to collect the fees from the businesses according to the businessmen or entrepreneurs indicate that 72.7% are aware of what they are going to do, 18.2% are misplaced and 9.1% are seen to be drugged. Therefore, strategies can be made to eliminate vices that can lead to the performance of unlawful activities.

### 11. Has this type of violence been reported to the Public Ministry?



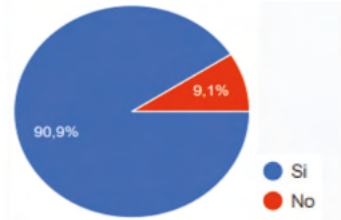
The collection of fees is reported to the authority only in 9.1% of the cases, and 90.9% is not reported for various reasons, as indicated by the respondents

### 12. If you do not report the acts of violence to the Public Ministry, is it why?



45.5% of the cases are not reported for fear of the aggressor, 36.4% for not having evidence against the offender, 9.1% for fear of extortion and 9.1% because the authority takes time to take the statements, that is, there is a lot of bureaucracy in the administration of justice

13. Even with the level of violence and extortion, did you decide to do your business?



90.9% of those surveyed indicate that due to the necessity of subsistence they decide to do business, even with the collection of fees, while 9.1% of the population abstains from undertaking any business due to organized crime and white collar

## CONCLUSIONS

The research shows us that Acapulco is the place where there are opportunities to undertake various businesses that the population demands and that can represent opportunities for success, only that it is necessary to implement coordinated actions between society and the government to mitigate violence and not victimize the businesses that generate economic movement, employment and welfare

The research guides us in the fact that at the time of applying the survey, the data that it yielded were that there are male people who are dedicated to collecting fees from businessmen and entrepreneurs, that several do it consciously and the most recorded is that there are white collar criminals that affect the creation of businesses

## RECOMMENDATIONS

It is recommended to promote the generation of well-paid jobs so that the population engages in licit activities and if even with the job offers these antisocial behaviors continue, the state should apply other strategies that may be:

- Educate parents in values, ethics, morals, etc.
- Strengthen ethics and morals in educational institutions and others.

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## APPENDIX

### Questionnaire used in the research

1. Is your business open all day?  Si  No
2. When starting a business, are there people who ask you for a monetary contribution without any document for opening?  Si  No
3. What is your business doing?  
Primary  Secondary  Tertiary
4. Are you a victim of being charged for fees?  
Organized crime  White collar criminals (influence peddlers)
5. Who charges the fee it looks like?  
Kid  Teen  adult  old man
6. Have you been charged a fee by various criminal groups or white-collar criminals?  
 Si  No
7. Do you develop your activity in?  
traditional Acapulco  golden Acapulco  Acapulco diamond   
Acapulco urban (the real population) old man  rural Acapulco (the towns)
8. Have you closed business due to excess collection of fees?  Si  No
9. Who happens to collect the fee is? Men  Women
10. The one who charges a fee is seen?  
Drugged  Drunk  Conscious and sane  Disoriented

11. Has this type of violence been reported to the Public Ministry?  Si  No
12. If you do not report the acts of violence to the Public Ministry, is it why?  
for fear of the aggressor  for fear of extortion   
take time to make decisions  I have no proof
13. Even with the level of violence and extortion, did you decide to do your business?  
 Si  No

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