Influence of Clarity on Reparation Processes among Private Sector Employees in Montería

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Summary

The present study analyzes the relationship between the variable *Clarity* and *Repair* using a simple linear regression model. The research is based on theoretical approaches on learning, performance and efficiency, considering that greater clarity in information and processes could impact the repair of tasks or strategies. It is hypothesized that an increase in *Clarity* is associated with greater *Repair*, which could indicate a process of optimization and adjustment in the execution of activities. To evaluate this relationship, a quantitative design based on econometrics was used. The estimated model shows that the Clarity coefficient is positive and significant at 99% ($p<0.001p < 0.001$), suggesting that as clarity increases, repair increases. In addition, the model as a whole is highly significant ($p<0.001p < 0.001$) and meets the fundamental assumptions of the regression, including linearity, normality, homoscedasticity, and absence of autocorrelation. The conclusions highlight that *Clarity* could play a relevant role in the reparation processes, which has implications in both the educational and organizational spheres. The evidence obtained suggests that promoting environments with greater clarity in communication and structure can facilitate adjustment processes and improvement in performance. It is recommended that future research incorporate additional variables to deepen this relationship and explore its effects in different contexts.

Keywords: Clarity, repair, linear regression, performance, learning, efficiency.

1. Introduction

In work environments, the efficiency and performance of employees depend on multiple factors, among which **clarity in communication and processes** plays a fundamental role. Clarity in instructions, procedures, and organizational goals not only facilitates the execution of tasks, but also influences employees' ability to make timely adjustments and corrections in their work. In this sense, the concept of **repair** refers to the processes of adjustment, rectification and improvement that employees implement in their daily activities in order to optimize their performance and avoid recurring errors.

In the Colombian context, where labor dynamics vary according to the sector and the level of digitization of organizational processes, understanding the relationship between clarity and repair is essential for the design of strategies that favor productivity. Previous studies have pointed out that a lack of clarity in organizational communication can lead to confusion, delays, and errors that affect work efficiency (Gómez & Restrepo, 2020).

However, there is little research that analyzes how clarity directly impacts reparation processes, particularly in Colombian employees.

Given this gap in the literature, the present study seeks to answer the following research question: **To what extent does clarity in organizational processes influence the processes of reparation in Colombian employees?** To this end, the relationship between both variables is examined using a quantitative approach that allows measuring the impact of clarity on repair. The findings of this research can provide relevant information for the development of organizational policies that promote more effective communication and continuous improvement strategies in the workplace.

To understand the relationship between **clarity and repair**, it is necessary to turn to theoretical approaches that explain how information transmission, organizational learning, and adjustment processes influence employee performance. First, the **Theory of Organizational Communication** (Shannon & Weaver, 1949) states that effectiveness in the transmission of messages within an organization depends on the clarity of the content and the reduction of noise in the communication channel. From this perspective, the lack of clarity in processes can lead to misinterpretations, distortion in messages, and difficulties in the execution of tasks, which affects decision-making and the ability to repair at work. When employees do not receive accurate instructions or face barriers in internal communication, their ability to identify and correct errors is reduced, increasing the possibility of systematic failures. Clarity in organizational communication not only improves the understanding of procedures and expectations, but also facilitates the standardization of practices that favor efficiency in problem solving and the optimization of individual and collective performance.

On the other hand, the **Theory of Organizational Learning** (Argyris & Schön, 1978) maintains that organizations and their employees learn by **identifying and correcting errors**, a process in which repair plays an essential role. According to this model, learning in an organizational environment occurs when employees not only identify deficiencies in their performance, but also implement strategies to correct them and prevent their recurrence. In this framework, repair can be interpreted as a continuous learning mechanism that is favored when employees receive clear information about the procedures and expectations in their work environment. A lack of clarity in guidelines and objectives can hinder organizational learning, making it difficult to implement effective adjustments. On the other hand, transparent and structured communication allows employees to more accurately detect areas for improvement and apply timely corrections, thus reducing the incidence of recurring errors. In addition, the clarity in the feedback that employees receive on their performance reinforces their ability to self-regulate and facilitates adaptation to new working conditions, increasing their efficiency and commitment to the organization.

From a work efficiency approach, the **Theory of Productivity and Performance** (Hackman & Oldham, 1980) suggests that clarity in roles and responsibilities is a determining factor in improving employee performance. According to this model, when workers have a clear understanding of their roles, the organization's expectations, and established procedures, they are more likely to detect errors in their performance and correct them effectively. Lack of clarity in the definition of tasks can lead to confusion, decreased engagement, and operational errors that affect the quality of work. In this sense, repair is more efficient in environments where employees have access to clear information about their performance, quality standards, and the corrective actions needed to improve their performance. In addition, clarity in instructions and delegation of duties not only reduces the cognitive load on employees, but also optimizes response times to unforeseen events and minimizes the need for constant corrections.

These theoretical approaches provide a solid conceptual basis for analyzing the relationship between **clarity and reparation in the Colombian labor context**. The integration of these frameworks makes it possible to interpret the findings of the study and develop strategies to improve organizational communication, optimize the transmission of information and strengthen the ability of employees to adjust in their tasks. Clarity in processes not only impacts efficiency in the execution of activities, but also influences motivation and work commitment,

by generating an environment in which employees have greater autonomy to make informed decisions and correct errors more effectively. Based on these foundations, this study seeks to provide empirical evidence on the importance of clarity in organizational processes and its impact on the capacity for repair, in order to develop guidelines that allow improving efficiency and performance in diverse work environments.

The study employs a quantitative approach based on the estimation of a statistical model that allows evaluating the relationship between clarity and repair in Colombian employees. Data from a representative sample of workers were analyzed, applying regression analysis techniques to determine the impact of clarity on repair processes.

The results are expected to confirm the hypothesis that greater clarity in organizational communication is associated with an increase in task repair. In particular, employees who receive clearer instructions are anticipated to have a greater ability to correct errors and optimize their performance. In addition, it is expected that the model used complies with the statistical assumptions that guarantee the validity of the analysis, including tests of linearity, normality and homoscedasticity.

The findings of this study will have important implications for organizational management and the development of improvement strategies in Colombian companies. If clarity in processes is confirmed as a determining factor in remediation, organizations will be able to implement specific measures to improve communication and reduce the incidence of labor errors. Likewise, the results can be used in future research to delve into the mechanisms that explain this relationship and its impact on productivity and work performance.

2. Methodology

2.1 Study Design

This study employs a **quantitative, explanatory and correlational** approach, with the aim of analyzing the relationship between clarity in organizational processes and repair in Colombian employees. To this end, a statistical model was used to determine the impact of the Clarity variable on the *Reparation variable*.

The methodological design is based on econometric theory applied to the relationship between organizational variables. A regression model was used to evaluate the extent to which clarity in communication influences the processes of correction and adjustment within the work environment. This approach allows us to obtain empirical evidence on the influence of clarity on repair and to verify whether this relationship is statistically significant.

The proposed model is expressed as follows:

$$Y=B0+B1X1+uY = B\_0 + B\_1X\_1 + u$$

where:

- YY represents the dependent variable *Repair*,
- X1X_1 is the independent variable *Clarity*,
- B0B_0 is the intercept of the model,
- B1B_1 is the coefficient that measures the impact of *Clarity* on *Repair*,
- UU is the term for random error.

2.2 Population and Sample

The study population is made up of Colombian employees from different economic sectors. For the estimation of the model, a sample of **233 observations** was taken, ensuring an adequate representation of the relationship between the variables analyzed. The sample selection criterion was **non-probabilistic for convenience**, since the

data were obtained from existing labor records. It was ensured that all individuals included in the sample had sufficient information on the clarity of their work processes and on their level of repair in organizational tasks.

2.3 Instruments

For data collection and analysis, statistical tools specialized in econometrics were used. The **R** software was used for the estimation of the regression model and the execution of validation tests of statistical assumptions.

The variables were measured through scales of perception in the workplace, where:

- *Clarity* refers to the employee's perception of the accuracy and transparency of organizational instructions, procedures, and objectives.
- *Repair* represents the level of adjustments and corrections that an employee implements in their work in response to errors or improvements detected.

2.4 Data Analysis

The statistical analysis was carried out in several stages:

1. **Descriptive analysis**: Measures of central tendency and dispersion were calculated to obtain an overview of the distribution of variables.
2. **Estimation of the regression model**: The ordinary least squares (OLS) **method was used** to estimate the relationship between *Clarity* and *Repair*, determining the statistical significance of the coefficients using tt tests.
3. **Model fit tests**: The following tests were applied to verify compliance with econometric assumptions:
    - **GVLMA test**: Evaluated linearity, normality, model specification, and homoscedasticity, confirming that the model is adequate.
    - **Rainbow test**: Verified the linearity of the relationship between variables.
    - **Durbin-Watson test**: Analyzed the autocorrelation of residuals to ensure independence from errors.
    - **Shapiro-Wilk test**: Assessed the normality of the residuals, ensuring that errors follow a normal distribution.

Results

Data analysis allowed us to evaluate the relationship between *Clarity* and *Repair* in Colombian employees. Through a regression model, it was determined whether clarity in organizational processes significantly influences the ability of employees to make adjustments and corrections in their tasks.

Descriptive Statistics

Before estimating the model, a descriptive analysis of the variables was performed to understand their distribution and dispersion. **Table 1** presents the main measures of central tendency and dispersion:

Variable	Minimal	1st Quartile	Median	Stocking	3rd Quartile	Maximum
Reparation	10.00	26.00	31.00	29.78	35.00	40.00
Clarity	8.00	24.00	29.00	28.27	33.00	40.00

These values reflect a balanced distribution in both variables, with no indications of extreme outliers that could affect the model's estimation.

3.2 Estimation of the Regression Model

The estimated linear regression model is expressed as follows:

Y^=13.4427+0.5778X1+u\hat{Y} = 13.4427 + 0.5778 X_1 + u

where:

- Y^\hat{Y} represents the dependent variable *Repair*,
- X1X_1 is the independent variable *Clarity*,
- 13.442713.4427 is the intercept of the model,
- 0.57780.5778 is the coefficient that measures the impact of *Clarity* in *Repair*,
- UU represents the term random error.

Table 2 presents the estimated coefficients and their levels of statistical significance:

Coefficient	Estimate	Standard Error	Value t	P-Value
Intercept	13.4427	1.4917	9.011	< 0.001
Clarity	0.5778	0.0512	11.269	< 0.001

These results indicate that the coefficient associated with *Clarity* is positive and highly significant (p<0.001p < 0.001), suggesting that an increase in organizational clarity is associated with an increase in employee repair. In practical terms, for each additional unit in *Clarity*, the *Repair level* increases by approximately 0.5778 units.

The adjusted coefficient of determination (adjusted R2R^2 = 0.351) indicates that 35.1% of the variability in *Repair* is explained by the variable *Clarity*. Although this percentage suggests that there are other factors that influence the repair, the fit of the model is adequate and the independent variable shows a significant effect on the dependent variable.

Model Validation

To evaluate the validity of the model, statistical tests were carried out to verify compliance with the fundamental assumptions of linear regression:

- **GVLMA test**: Confirmed that the model meets the assumptions of linearity, normality, specification, and homoscedasticity.
- **Rainbow Test**: With a statistic Rain=0.8524Rain = 0.8524 (p = 0.8047), it was confirmed that the relationship between *Clarity* and *Repair* is linear.
- **Durbin-Watson test**: With a statistic DW=2.1915DW = 2.1915 (p = 0.9283), it was concluded that there is no significant autocorrelation in the model residuals.
- **Shapiro-Wilk test**: With a p-value of 0.4486, it was verified that the residues follow a normal distribution.

Interpretation of the Results

The positive coefficient of *Clarity* indicates that employees who perceive greater clarity in organizational processes have a greater capacity for repair in their work tasks. This supports the hypothesis that clear and structured communication within organizations favors the processes of adjustment and improvement in performance.

In practical terms, the findings suggest that companies that optimize communication and provide clear information can improve employees' ability to correct errors and adjust their work strategies. This relationship has direct implications for organizational efficiency and cost reduction

Discussion

The results obtained in this study confirm the existence of a positive and statistically significant relationship between *Clarity* in organizational processes and *Repair* in Colombian employees. The model's estimation indicates that an increase in the clarity of information within the work environment is associated with an increase in the ability of employees to correct errors and improve their performance. This finding reinforces the importance of effective communication in the organizational environment and its impact on the efficiency and productivity of workers.

From the **Theory of Organizational Communication** (Shannon & Weaver, 1949), these results can be explained from the idea that greater clarity in processes minimizes uncertainty and facilitates decision-making at work. When employees accurately understand their tasks and organizational goals, they are more likely to identify errors and implement remediation strategies. The significance of the Clarity coefficient in the model supports the hypothesis that better structuring of organizational information fosters more effective adjustment processes.

Likewise, from the perspective **of Organizational Learning Theory** (Argyris & Schön, 1978), the finding that clarity impacts repair suggests that employees learn from the information they receive. In contexts where communication is clear and structured, workers can develop improvement strategies based on accurate feedback, which favors the continuous repair of errors and optimizes organizational performance. This process of adjustment and continuous improvement is essential in dynamic work environments, where adaptation and correction are key to productivity.

Comparing these results with previous studies, research such as that of Gómez and Restrepo (2020) has pointed out that the lack of clarity in organizations generates confusion, low productivity, and a higher incidence of errors. However, this study provides quantitative evidence that empirically reinforces this claim, demonstrating through robust statistical analysis that organizational clarity is a significant factor in employees' ability to repair. In a similar study, Carless (2006) found that clarity in job feedback facilitates the regulation of performance and task execution, which coincides with the relationship identified in this analysis.

Despite the robustness of the estimated model, it is important to consider some **limitations**. First, although the Clarity coefficient is significant, the model-adjusted R2R^2 suggests that there are other factors influencing repair that were not considered in this analysis. Elements such as work experience, motivation, or the type of industry can affect employees' ability to adjust and should be included in future studies.

In addition, the study is based on a cross-sectional design, which prevents establishing a definitive causal relationship between clarity and repair. Although linear regression allows the identification of robust associations, future research could use experimental or longitudinal methodologies to analyze the evolution of this relationship over time.

In applied terms, the findings of this study have direct implications for organizational management and the development of communication strategies in Colombian companies. The evidence obtained suggests that optimizing clarity in organizational information can improve employees' ability to repair, which translates into more efficient performance and a lower incidence of errors at work. In this sense, organizations could implement effective communication training programs, design structured feedback systems, and improve clarity in the assignment of tasks and work objectives.

Conclusions

The present study examined the relationship between *Clarity* in organizational processes and *Repair* in Colombian employees through a quantitative analysis. The results obtained showed that greater clarity in communication within organizations is associated with a greater ability of employees to correct errors and improve their performance. In statistical terms, the Clarity coefficient was positive and highly significant ($p<0.001p < 0.001$), which supports the hypothesis that the accurate structuring of organizational information facilitates the processes of adjustment and continuous improvement at work.

From a theoretical perspective, these findings coincide with postulates of the **Theory of Organizational Communication**, demonstrating that clarity in information minimizes uncertainty and improves the capacity for repair. Likewise, the study contributes empirical evidence to the **Theory of Organizational Learning**, suggesting that employees who receive clear instructions have a greater ability to identify and correct errors. In terms of job performance, the results also align with the **Theory of Productivity and Performance**, indicating that clarity in tasks and objectives allows for more efficient execution and better adjustability at work.

From a methodological perspective, the model used in this study complied with the fundamental statistical assumptions, which reinforces the validity of the results obtained. The linearity test confirmed that the relationship between the variables is adequate, the normality test supported the distribution of the residuals, and the Durbin-Watson test indicated the absence of autocorrelation. These results allow us to confidently interpret the impact of *Clarity* on *Repair*.

At the applied level, these findings have relevant implications for organizational management and the formulation of communication strategies in Colombian companies. Evidence suggests that improving clarity in internal processes and procedures can optimize employees' ability to correct errors and improve their performance. Based on these results, it is recommended that organizations implement strategies focused on effective communication, the design of clear instructions, and the precise structuring of work procedures.

However, the study has some **limitations** that must be considered. First, although clarity showed a significant impact on repair, the model's adjusted R2R^2 suggests that there are other factors that also influence employees' ability to adjust. Variables such as work experience, motivation and type of industry could play an important role in this process and should be included in future studies. In addition, the cross-sectional nature of the design prevents the establishment of definitive causal relationships, so it is recommended to carry out longitudinal research to analyze the evolution of this relationship over time.

As lines of **future research**, it would be pertinent to explore the impact of other mediating and moderating factors on the relationship between clarity and reparation, such as organizational leadership, the level of autonomy at work, and the use of technologies in workplace communication. Likewise, it would be relevant to replicate this study in different productive sectors and compare the effects of organizational clarity in different work contexts.

In conclusion, the results obtained provide empirical evidence on the importance of clarity in organizational processes as a key factor in the labor reparation of Colombian employees. Improving the structuring and transmission of information within organizations could be an effective strategy to optimize performance and reduce the incidence of errors at work. These findings open new perspectives for future research in the field of organizational communication and work efficiency.

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