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## Educational Coaching in the Performance of Higher Education Teachers

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### Abstract

Education is a social process that is commissioned the integral formation of the human being for life, so that it permanently transforms itself and contributes to the transformation of the context, the purpose of the study was to determine the Educational Coaching and the difficulties that exist to the application of the Soft Skills in the performance of teachers. The study was of applied quantitative approach, non-experimental design, cross-sectional, causal correlational; with a sample of 123 university professors evaluated through the Google form questionnaire, for the three variables Educational Coaching, soft skills and teaching performance. At the level of its results it was found that 71.5% of teachers presented a moderate educational coaching, 82.1% high soft skills, and 66.7% regular level in teacher performance, of the p value of 0.005 ordinal regression was applied, where according to the Logarithm model of likelihood was  $-2 = 0.000$  with a Chi-square = 55.422 and a p value = 0.000, indicating that both variables educational coaching and Soft Skills contribute significantly in the teaching performance with Nagelkerke coefficient = 0.469, explaining to the model in 46.9%. With significant Wald coefficient for the variable educational coaching with  $p=0.036 < 0.05$  and soft skills with  $p=0.028 < 0.05$ . Including them in the proposed regression model.

### INTRODUCTION

At present, within this new era of globalization, higher education is part of one of the pillars to face and transform situations for the benefit of others; to form the being with intellectual, moral, ethical, coexistence capacities, among others; to transmit knowledge from different areas, in order to be used as a basis for the passage of their academic and work stage. These activities fall not only on the students, but also on the teaching agents: the decent ones; therefore, the latter must be technically and emotionally trained (Lopez, et al., 2023). This last aspect is achieved over the years, with the development of socio-emotional skills or also called soft skills, those that "allow interacting with others effectively and affectively as a result of a combination of social skills, communication, to form the being, to approach others, among others". (Vidal, 2008, p. 8). It should be noted that these skills promoted in education, is based on the theory of emotional intelligence of Goleman (1998), as well as the theories of Mayer and Silva (2013), which support the idea of an integrative education, which combines the intellectual with the emotional for the overall development of students.

However, soft skills are manifested in teaching performance, in which planning, effective communication, the management of new technologies, the development of a methodology consistent with reality, effective interaction with students, adequate tutoring, reflective evaluation and teamwork are manifested (Zabalza, 2004), without neglecting that the evaluation of that performance is achieved from different perspectives; however, in this research, it has been considered to take into account from domains, classified by Darlig-Hammond as the domain of what is taught or disciplined, the didactic domain, the domain of class management and the domain referred to motivation, self-efficacy and responsibility (Guzmán, 2016).

On the theme of this research, which has been directed on the philosophical and epistemological bases of the teacher of the XXI century, there are different studies and authors that build them, such is the case of, at the national level, Becerra and La Serna (2005), Mazuelos (2013), Montoro (2018), Cruzado (2019), Huanaco (2019); and, internationally, Hernández-James (2018). In the following sections of this review article, we will analyze, on the basis of these previous studies, as well as theories and concepts, the theme related to soft skills and teaching performance at the higher level of education. However, according to the author Romero, et al. (2023), mentions that it is necessary to include tool strategies that universities can implement as teaching strategies to empower teachers to facilitate the teaching process. The purpose of the study was to describe Educational Coaching and the difficulties that exist in the application of Soft Skills in the performance of teachers in the city of Lima, Peru.

## METHODOLOGY

### Place of study

The study was developed in the city of Lima, Peru. With the participation of professors from universities in the city of Lima.

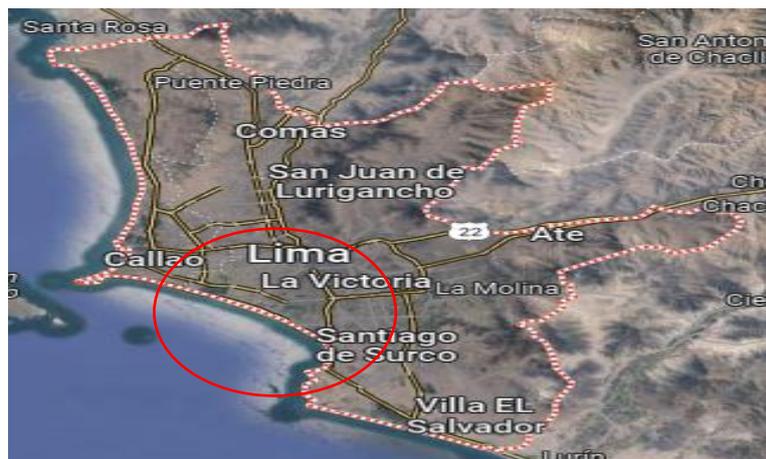


Figure 1: Geographic location of the site for the study sample.

### Study sample

For the study we considered the different universities as shown in the image. The study sample was composed of 123 professors of higher education from the University of the District of Lima and personifies a part of the total population

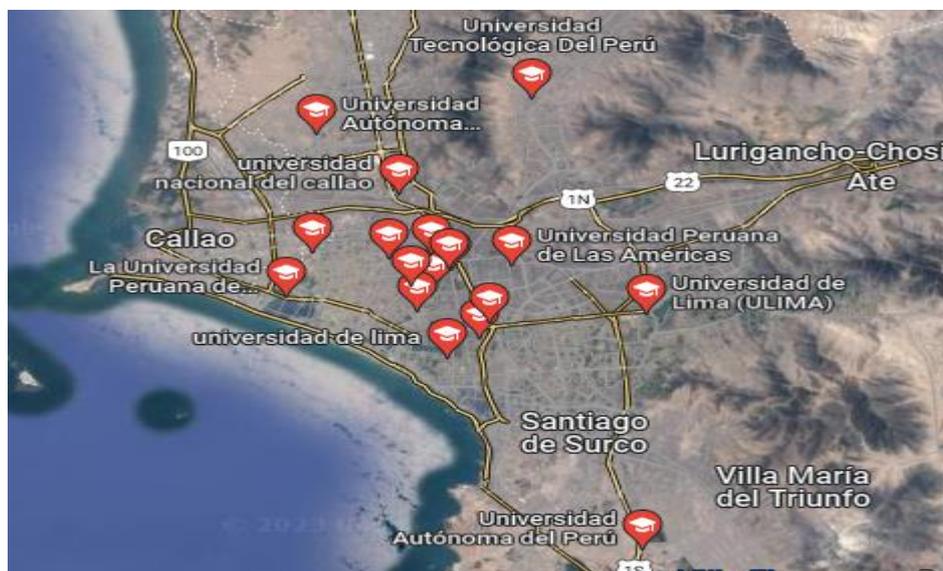


Figure 2: Geographical location of the selected universities.

### Techniques and instruments used.

In the research for reliability, it was applied to a pilot group of 25 teachers outside the sample and used Alfa Cronbach, because they are polytomous instruments since the 3 instruments used had the reagents with Likert response alternatives. For Educational Coaching it was 0.878 (good reliability); for H. soft it was 0.903 (Good) and for D. teacher it was 0.770 (acceptable). The questionnaire was used through the Google form on educational coaching of Martel León of 29 questions, Sergio William as an instrument of soft skills, which has 20 items, and for teaching performance of Goleman (1998) and Mayor (2014) asking a total of 40 questions.

### Data analysis method

The Nagelkerke statistician was used for inferential analysis. At the same time, these statistical procedures of balance of values and analysis, allowed to build the tables and figures to help a better understanding in the reading and / or interpretation of the results. In this research, the validity and confidence test of the respective instruments for the study has been carried out. Analysis of the cards using the statistical software SPSS 25

### Results

**Table 1**, Level of educational coaching and its dimensions

Variable	Inadequate		Moderate		Adequate		Total	
	f	%	f	%	f	%	f	%
Educational Coaching	4	3,3%	88	71,5%	31	25,2%	123	100%
Cooperative model	14	11,4%	92	74,8%	17	13,8%	123	100%
Participation in the education system	8	6,5%	88	71,5%	27	22,0%	123	100%
Mediating in conflict situations	22	17,9%	59	48,0%	42	34,1%	123	100%

Note. SPSS version 25

Note. The findings show that the level of perception in Coaching E. is moderate with 71.5%, adequate with 25.2%, and inadequate with 3.3%. For the D1 cooperative model is moderate with 74.8%, adequate with 13.8%, and 11.4% perceive it as inadequate. For D2 Participation in the education system is moderate with 71.5%, adequate with 22% and inadequate with 6.5%. For D3, it is moderate with 48%, adequate with 34.1% and presents 17.9% at the inadequate level.

**Table 2**

Level of Soft Skills and its dimensions

Variable	Low		Middle		High		Total	
	f	%	f	%	f	%	f	%
Soft Skills	4	3,3%	18	14,6%	101	82,1%	123	100%
Teamwork	4	3,3%	30	24,4%	89	72,4%	123	100%
Leadership	6	4,9%	26	21,1%	91	74,0%	123	100%
Negotiation	6	4,9%	52	42,3%	65	52,8%	123	100%
Empathy	6	4,9%	30	24,4%	87	70,7%	123	100%

Note. SPSS version 25

The level of perception in HB and its dimensions in higher education teachers in Lima is High with 82.1%, Medium with 14.6%, and Low with 3.3%.

Likewise, for the dimension Teamwork presents a high level with 72.4%, medium with 24.4%, and 3.3% perceives it as low.

On the other hand, for the Leadership dimension, its level is high with 74%, medium with 21.1% and low with only 4.9%.

For the Negotiation dimension, the level presented by the teachers surveyed is high with 52.8% medium with 42.3% and low with 4.9%.

Finally, for the empathy dimension, the perception by teachers is high with 70.7%, medium with 24.4% and presents 4.9% at the low level.

**Table 3**

Level of Teaching Performance and its dimensions

Variable	Inefficient		Regular		Efficient		Total	
	f	%	f	%	f	%	f	%
D. Teacher	4	3,3%	82	66,7%	37	30,1%	123	100%
D. cultural	14	11,4%	86	69,9%	23	18,7%	123	100%
D. Policy	6	4,9%	81	65,9%	36	29,3%	123	100%
D. pedagogical	8	6,5%	68	55,3%	47	38,2%	123	100%

Note. SPSS version 25

It can be concluded that the level of DD and its dimensions in higher education teachers in Lima is regular with 66.7%, efficient with 30.1%, and inefficient with 3.3%.

Likewise, for the cultural dimension it presents a regular level with 69.9%, efficient with 18.7%, and 11.4% perceive it as inefficient.

For the D3 policy has regular level with 65.9%, efficient with 29.3% and inefficient with 4.9%.

Finally, for the pedagogical dimension, it is concluded that the level of perception by the teachers is regular with 55.3%, efficient with 38.2% and presents 6.5% in the inefficient level.

### Contrast of H. General

**Ho** ( $\beta_1=\beta_2=0$ ). The CE and HB do not influence the performance of higher education teachers Lima 2022

**Ha.** ( $\beta_i \neq 0$ ) Educational coaching and Soft Skills influence the performance of higher education teachers Lima 2022

**Table 4**

Model Adjustment Values

Model	Logarithm of likelihood -2	J <sup>2</sup>	GI	Gis.
Intersection only	55,422			
Final	,000	55,422	3	,000

Link function: Logit.

The p value obtained in the test = 0.000 < 0.01 shows that the model with the inconstants: CE and HB contribute significantly in the prognosis of the variable performance in teachers (Ho is rejected).

**Table 5**

Goodness of fit values.

	J <sup>2</sup>	G1	Gis.
Pearson	,000	3	1,000
Diversion	,000	3	1,000

Link function: Logit.

Pearson's J<sup>2</sup> values and deviation, with p-value greater than 0.05, reveal that the Ho of the data array is ratified. In other words, the pattern fits the figures correctly.

**Table 6**

Pseudo R-square.

Cox and Snell	,363
Nagelkerke	,469
Mcfadden	,303

Link function: Logit.

They reveal the amount of variability explained in the DV (Performance in teachers) from the VI (CE and HB). The numbers of Cox and Snell = 0.363 (36.3%), Nagelkerke = 0.469 (46.9%) and McFadden = 0.303 (30.3%) were obtained. These numbers are comparable to the R<sup>2</sup> value factor used in linear regression. Among these values, the Nagelkerke coefficient = 0.469 stands out as the most significant, indicating that the guide explains 46.9% of the instability in the dependent variable (Performance in teachers).

**Table 7**

Parameter E.

		Estimate	Dev. Error	Wald	G1	Gis.	95% confidence interval	
							Lower limit	Upper limit
Threshold	[v3 = 1.00]	-19,148	1522,298	,000	1	,990	-3002,797	2964,501
	[v3 = 2.00]	1,427	,455	9,855	1	,002	,536	2,318
Location	[v1=1.00]	-36,593	3426,097	,000	1	,991	-6751,620	6678,434
	[v1=2.00]	1,081	,515	4,399	1	,036	,071	2,091
	[v1=3.00]	0 <sup>00</sup>	.	.	0	.	.	.
	[v2=1.00]	0 <sup>00</sup>	.	.	0	.	.	.
	[v2=2.00]	-1,733	,788	4,834	1	,028	-3,278	-,188
	[v2=3.00]	0 <sup>00</sup>	.	.	0	.	.	.

Link function: Logit.

to. This parameter is set to zero because it is redundant.

According to findings, it is revealing for the variable CE (var 2 = moderate) with p=0.036<0.05 and HB (var2<0.05) with p=0.0280.05.

it is observed that the level of performance in teachers increases when the CE and HB are valued at moderate and medium levels, respectively. Therefore, it can be concluded that as these LVs increase in the city studied, there is a greater probability of improving the performance of teachers. Consequently, it can be said that both the CE and the HB exert an influence on the DD.

**H.E. 1.**

**Ho** ( $\beta_1=\beta_2=0$ ). Educational coaching and soft skills do not influence the Cultural Dimension.

**Ha.** ( $\beta_i \neq 0$ ) Educational coaching and soft skills influence the Cultural Dimension.

**Approach the regression model:**

$$\text{Cultural dimension} = \alpha_j + (-\beta_1(\text{EC}) - \beta_2(\text{HB}))$$

The cultural dimension is the dependent variable classified into 3 levels (Inefficient, Regular, Efficient), CE and HB are the interpretative variables,

**Table 8**

Arrangement of the model.

Model	Logarithm of likelihood -2	J <sup>2</sup>	Gl	Gis.
Intersection only	43,629			
Final	21,003	22,626	3	,000

The result of the test, with a value of  $p = 0.000$ , which is less than 0.05, demonstrates the variables included (CE and HB) contributes explanatorily in the prognosis of the Cultural Dimension (Ho rejection).

**Table 9**

Goodness of fit values.

	J <sup>2</sup>	Gl	Gis.
Pearson	3,086	3	,378
Diversión	4,523	3	,210

Link function: Logit.

The values of Pearson's J<sup>2</sup> ( $p = 0.378$ ) and Deviation (with  $p = 0.210$ )  $>0.05$ , allow to accept the Ho of the data fit; therefore, the model fits the data appropriately.

**Table 10**

Pseudo R-square.

Cox and Snell	,168
Nagelkerke	,209
Mcfadden	,113

Link function: Logit.

show that CE and HB have influence on the cultural dimension with 20.9%; This shows the participation of other inconstant ones different from those of the study of the order of 79.1%.

**Table 11**

Estimates

		Estimate	Dev. Error	Wald	Gl	Gis.	95% confidence interval Lower Upper limit	
Threshold	[v3d1 = 1.00]	-2,716	,505	28,952	1	,000	-3,705	-1,727
	[v3d1 = 2.00]	1,244	,403	9,510	1	,002	,453	2,034
Location	[v1=1.00]	-22,946	,000	.	1	.	-22,946	-22,946
	[v1=2.00]	-,069	,474	,021	1	,885	-,998	,861

[v1=3.00]	0 <sup>to</sup>	.	.	0	.	.	.
[v2=1.00]	0 <sup>to</sup>	.	.	0	.	.	.
[v2=2.00]	-1,141	,622	3,366	1	,067	-2,360	,078
[v2=3.00]	0 <sup>to</sup>	.	.	0	.	.	.

Link function: Logit.

to. This parameter is set to zero because it is redundant.

does not show significance for the variable coaching according to the findings (p= 0.885) and HB (p=0.67) with p value>0.05. Thus, the level of the cultural dimension is not affected by the levels of CE and HB respectively. Therefore, there is no statistically significant evidence to reject the Ho posed in such a way that: The CE and HB does not affect the cultural dimension of Lima 2022 higher education teachers.

**H.E. 2.**

**Ho** ( $\beta_1=\beta_2=0$ ) . Educational coaching and soft skills do not influence the political dimension.

**Ha.** ( $\beta_i \neq 0$ ) Educational coaching and soft skills influence the political dimension.

**Approach the regression model:**

**Political dimension =  $\alpha_j + (-\beta_1(CE) - \beta_2(HB))$**

The political dimension of teachers is the DV classified into 3 levels (Inefficient, Regular, Efficient), CE and HB are The variables that account for the variation

**Table 12**

Model adjustment values.

Model	Logarithm of likelihood -2	Chi-square	Gl	Gis.
Intersection only	53,264			
Final	16,384	36,880	3	,000

Link function: Logit.

By obtaining a value of 0.000 < 0.05 in the test, Ho is rejected and it is concluded that the variables CE and HB are significant for the model that predicts the political dimension.

**Table 13**

Goodness of fit.

	Chi-2	Gl	Gis.
Pearson	2,449	3	,485
Diversión	3,124	3	,373

The null hypothesis of the data adjustment is accepted, since the Pearson Chi-square statistics (p=0.485) and the Deviation (p=0.373) have p-values greater than 0.05, according to the results obtained. Therefore, the model fits the data well.

**Table 14**

Pseudo R-square.

Cox and Snell	,259
Nagelkerke	,328
Mcfadden	,192

The results of the variability sample explained in the dependent variable (Political dimension) by the independent variables (educational coaching and soft skills). Cox and Snell values = 0.259 (25.9%), Nagelkerke = 0.328 (32.8%) and McFadden = 0.192 (19.2%) were obtained. These values are analogous to the coefficient of determination R<sup>2</sup> used in linear regression. The Nagelkerke coefficient = 0.328 is the most significant of these values, which means that the model explains 32.8% of the variability in the dependent variable.

**Table 15**

Parameter calculations

		Estimate	Dev. Error	Wald	Gf	Gis.	95% confidence interval	
							Lower limit	Upper limit
Threshold	[v3d2 = 1.00]	-4,380	,886	24,423	1	,000	-6,117	-2,643
	[v3d2 = 2.00]	1,009	,401	6,329	1	,012	,223	1,794
Location	[v1=1.00]	-24,979	,000	.	1	.	-24,979	-24,979
	[v1=2.00]	,503	,469	1,149	1	,284	-,416	1,422
	[v1=3.00]	0 <sup>to</sup>	.	.	0	.	.	.
	[v2=1.00]	0 <sup>to</sup>	.	.	0	.	.	.
	[v2=2.00]	-2,188	,848	6,666	1	,010	-3,850	-,527
	[v2=3.00]	0 <sup>to</sup>	.	.	0	.	.	.

Link function: Logit.

a. redundant parameter.

The value of the Wald statistic shows that the variable "CE" (var 2 = moderate) does not have a significant effect with  $p = 0.284 > 0.05$ , while the variable "HB" (var2 = medium) does with  $p = 0.010 < 0.05$ , according to the results obtained. This implies that the level of the political dimension of teachers depends only on whether HBs are valued at the middle level. Therefore, it is inferred that by increasing the LV "HB" in the population studied, there is a greater probability that the political dimension in teachers improves. Thus, it has been proven that only the variable "HB" influences the performance of higher education teachers in Lima during the year 2022, and the H<sub>a</sub> is partially accepted.

## DISCUSSION AND CONCLUSIONS

To triangulate our results; first the General O. was considered and a moderate level of 71.5% of Coaching was found; high with 82.1%, in soft skills and regular level in performance in higher education teachers. In this sense, it was accepted that coaching and soft H. influence teaching performance. The Logarithm model of likelihood  $-2 = 0.000$ ; Chi-square = 55.422 and p value = 0.000, indicates that the independent variables contribute significantly in the v. dependent on teachers with Nagelkerke coefficient = 0.469, which explains 46.9% of the model. With significant Wald coefficient for the variable CE with  $p = 0.036 < 0.05$  and HB with  $p = 0.028 < 0.05$ , are included in the proposed regression model.

In this regard, the study by Vidal (2021) found that there is influence and importance in making the best educational integration skills by teachers. Likewise, Zárraga & Rosalía (2021) found that the importance and durability of coaching requires communication in order to safeguard and fortify the formative processes in education.

On the other hand, the coaching model suitable for a student context requires individualization by preparing according to specific needs of students to set objectives during the tutor's practice (Maor et al., 2020). In this sense, the CE is based on patience, on the rhythms and speeds of learning with the purpose that the student achieves his goal (Ávila et al., 2020). Similarly, Vasquez-Pajuelo et al., (2020) mentioned that higher education teachers with HB and coaching development meet expectations in their performance and manage to contribute to

the achievement of goals in students. So much so, that experiences show that it improves the skills of participants in the E-A process with educational guidance (Accinelli et al., 2020).

In coherence, Espinoza & Gallegos (2020) found that the context of an educational entity seeks that students achieve their cognitive objectives through the application of HB, reflecting in the relationship with the teacher in a personal way their development in the creation of their curricular activities and development of projects, as well as a social dimension, Taking on challenges, the activities promote the socio-emotional development of the students who will be the protagonists in their learning and integral development. Likewise, it became more social in this aspect caused a development in the HB in teachers for labor insertion (Espinoza & Gallegos, 2020).

Given this, it is asserted that teachers who have fewer years of professional practice require more technological training. Regarding sex, it is highlighted that teachers ask for more basic training, since sex differences in the level of interest with minimums therefore they and they have a high stimulation to constitute and integrate new learning in personal technologies (García & Gutiérrez, 2020).

Rivera et al. (2019) found difficulties in relating socially; However, following the implementation of the programme, the Working Group demonstrated a better attitude in interacting with others. The research determined that program participants acquired interactive strategies, self-knowledge, emotional control, coping strategies, mood regulation and management of anxious situations.

In this line, Vasquez-Pajuelo et al., (2020) comments that all students are of great influence in the adolescent population, making this the era of virtuality in higher education must promote within its educational community, especially among students, various alternatives to expand non-technical skills, with the consequent positive impact on the world. Understanding them are skills that enhance interactions with each other, strengthen processing and improve relationships and control emotions in work, professional and personal environments.

Then, the most used technique in coaching, so the teacher should ask more to stimulate the student to achieve relevant learning (Ávila et al., 2020). Brito et al., (2020) points out a group of cognitive strategies to cope with stress, or Burnout Syndrome or what you could also call emotional stress, who is affected by unresolved problems, non-coping, not eradicating the problem from the beginning, nonconformity, makes the mind disconnect and sent evasive signals of concern and emotional expression.

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