



## **Internal Company Relationships: influence on Sustainability Practices and Company Outcomes (Grottaferrata - Roma, Italy)**

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### **Abstract**

From 1990s on an intense transformation in organizations could be observed, specifically with the "ISO's" event, process optimization, human resource programs and others. That transformation has brought about a qualitative change in the treatment of issues such as quality, the environment, safety at work and many other organizational aspects. Words like efficiency, effectiveness, optimization, cost reduction, environmental protection and social responsibility have become part of everyday business life, which has led to the development of hundreds of management tools, including Lean Manufacturing, Six Sigma and many others. The mentioned events that followed, brought the corporate world closer to concepts of environmental protection and sensitivity to social issues, while maintaining economic profitability. Today, billions of dollars are being invested by companies to implement ESG platforms (environmental, social and governance) in various companies in different countries. This article, through the analysis of an empirical experiment in a company, aims to contribute to the current debate on sustainability and the influence of internal interpersonal relationships on a company's overall results. In this road Benedetto Gui stands out, who is one of the most active economists in studying the relational good. His thesis is that relational goods are "interpersonal relationships that have a value in which to invest" (Gui 1996). For him they are "interpersonal relationships of quality" (Gui, 2003).

\*Gui, Benedetto - On "Relational Goods". Strategic Implications of Investment in Relationships, in "International Journal of Social Economics", XXIII, 10-11, pp. 260-78, 1996.

Id. "Economics and Social Interaction: Accounting for Interpersonal Relations", 2003.



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