

PSYCHOSOCIAL FACTORS PRESENT IN THE WORKFORCE OF AN ARTISAN MAQUILADORA INDUSTRY

FACTORES PSICOSOCIALES PRESENTES EN EL PERSONAL OBRERO DE UNA INDUSTRIA MAQUILADORA ARTESANAL

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ABSTRACT: This study aims to identify the presence of psychosocial aspects in workers of an artisanal manufacturing company, using an official Mexican instrument, to design alternatives that allow appropriate conditions defined by management with the intention of improving the work environment. A quantitative approach was used, collecting data through the Reference Guides proposed in NOM035-STPS-2018, with an exploratory-descriptive and cross-sectional design. A total of 250 employees were surveyed, of whom 50.4% were women and 49.6% men. The results showed 97.6% satisfaction with the work environment, but also revealed challenges in performance recognition (33.6%), work-family interference (18%), and workplace violence (20.3%). Further research and intervention programs are recommended to identify and mitigate these risks, promoting employee well-being.

Keywords: *Psychosocial factors, Safety, Health, Mexican Official Standards, NOM-035.*

RESUMEN: Este estudio tiene como objetivo identificar la presencia de aspectos psicosociales en trabajadores de una maquiladora artesanal, utilizando un instrumento oficial mexicano, para diseñar alternativas que permitan condiciones adecuadas definidas desde la gerencia con la intención de mejorar el ambiente de trabajo. Se utilizó un enfoque cuantitativo, recolectando datos mediante las Guías de Referencias propuestas en la NOM035-STPS-2018, con un diseño exploratorio-descriptivo y transaccional. Se encuestaron 250 empleados, de los cuales el 50.4% eran mujeres y el 49.6% hombres. Los resultados mostraron un 97.6% de satisfacción con el ambiente de trabajo, pero también

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revelaron desafíos en el reconocimiento del desempeño (33.6%), la interferencia en la relación trabajo-familia (18%) y la violencia laboral (20.3%). Se recomienda generar más investigaciones y programas de intervención para identificar y mitigar estos riesgos, promoviendo el bienestar de los empleados.

Palabras clave: *Factores psicosociales, Seguridad, Salud, Normas Oficiales Mexicanas, NOM-035.*

INTRODUCTION

In the workplace, the study of psychosocial factors affecting employee well-being has gained increasing relevance due to their impact on the productivity and sustainability of organizations. Understanding how organizations' psychological and social dynamics influence workers' performance and health has become a central theme in social science and human resource management research. A positive work environment and a clear organizational structure are critical to employee satisfaction and commitment. In contrast, adverse conditions, such as work overload and lack of support, can increase stress and dissatisfaction, negatively affecting both the individual and the organization. Therefore, assessing and addressing these factors is essential to promote a healthy and productive work environment.

Some of the psychological illnesses that have been studied as part of these factors at work are chronic fatigue, depression, anxiety, job dissatisfaction, and loss of interest in work, among others; as can be noted, all of them affect the performance and fulfillment of personal and organizational objectives in the company (Cerna Álvarez, 2024). To safeguard the physical and mental integrity of workers; in the case of Mexico, since 2018, there are official regulations that seek to protect their rights, through laws and regulations that provide protection and care for the health and welfare of the occupants of jobs (Sánchez Ortega, 2024).

In the review of scientific disclosures for the writing of the background, it was detected that some authors assert that the interrelation between psychosocial factors, organizational structure, clearly defined roles, task execution methods, work environment, and level of responsibility, directly affect the well-being of employees and negatively affect their ability

to perform significantly (Vega Pérez et al., 2017). They are continuing with the same author, who highlights the interest in identifying and recognizing these factors, due to the potential generated by the various alterations in the well-being of collaborators. This usually manifests itself in diseases resulting from lack of control of staff over their activities, spaces, and relationships in their workplace, among others, resulting in a progressive detriment to the quality of life of individuals.

Regarding the origins of the construct, some authors state that it originated in 1984, as a result of an article proposed by the International Labor Organization, which gives relevance and assumes the existence of great confusion regarding the study of the subject. Psychosocial risks involve a variety of elements that require the consideration of a significant number of perspectives, such as work overload, inability to make decisions, problems with the chiefs, nonconformities with salaries, among other inconveniences that could arise in the interaction with teammates (Muñoz Rojas et al., 2018).

Thus, considering the works proposed by experts, the notion of psychosocial factors in the workplace is relatively recent, since it emerged in the last quarter of the twentieth century (Pinos Mora, 2017; Madero Gómez et al., 2024; Sánchez Ortega, 2024). However, in 1867 the importance of achieving moderation in the human being, concerning diseases such as stress, was recognized to make clear that a balance between the internal environment is critical for efficient performance in the organization. The relevance of diagnosing psychological risks in the workplace arises as a consequence of achieving innovation and improvement in the social, economic, political, and technological contexts linked to working conditions and modern organizations. Current international regulations require greater attention to the care and prevention of the health and welfare of employees, forcing senior management to implement regulations that facilitate better levels of occupational health in the companies of the new century (Pinos Mora, 2017).

Mexican regulations, specifically those issued by the Ministry of Labor and Social Welfare (STPS), have set out to achieve adequate levels of labor coexistence, and with it, adequate mental health and safety metrics in companies. At the beginning of the second decade of the 20th century in Mexico, it was decided to give the required importance to psychosocial risks,

incorporating them into occupational health and safety regulations. Subsequently, Bucio-Gutiérrez et al. (2024), mention that by the end of 2018, an exclusive regulation was issued for this concept, called NOM-035-STPS-2018, officially disclosed on October 23, 2018, proposing to be applied in two phases: the first began on October 12 of the following year, which declared risk prevention initiatives, identifying employees who had suffered or witnessed any impacting event in their work, and the promotion of this information in workplaces; the next phase, would begin a year later, specified the signaling and study of psychosocial risks, as well as the assessment of the environment surrounding the worker, the improvement actions implemented, their control standards, studies conducted by the health sector and the validity of the records.

By the guidelines established by this standard, psychosocial factors include elements that can cause disorders such as anxiety, sleep cycle disturbances, insomnia, and stress. These disturbances usually derive from the condition of the workplace and the employee's exposure to traumatic or violent events. They include all unsafe and risky conditions present in the work environment, such as tasks that exceed the worker's competencies, lack of authority over their responsibilities, working hours that exceed the limits established by the Federal Labor Law (LFT), shift rotation without adequate rest periods, poor leadership, and negative relationships between teammates (DOF, 2018).

One of the most relevant historical backgrounds of this study is the labor contingency, which manifests itself in work accidents and occupational diseases, generating high human, social, and economic costs for society, the State, and companies. According to the International Labor Organization (2019), it is estimated that 2.78 million workers die each year due to occupational accidents and occupational diseases, of which 2.4 million are attributable to this type of disease. In addition, 374 million workers suffer non-fatal occupational accidents. Lost workdays represent approximately 4% of world GDP and, in some countries, can reach or exceed 6%. Furthermore, Toro-Toro et al. (2021) estimate that more than one million people are exposed to hazardous substances globally, as expressed by the chief of the ILO's health and safety program during the 15th World Congress on Safety and Health at Work, held in São Paulo, Brazil.

In the Mexican context, Rivera Grajeda et al. (2018) note that statistics from the Mexican Social Security Institute (IMSS) recorded 2017, a total of 198,720 occupational accidents. Of these, 43,793 occurred during the performance of work duties and were classified in risk category V, the highest. In the state of Sonora, in northwestern Mexico, 5,548 of these accidents occurred, representing 2.79% of the national total. That same year, 298 deaths were reported as a result of occupational accidents, of which 116 were in risk category V.

The research question of the study focuses on identifying: what are the factors that affect the work performance of workers in the industries of southern Sonora and what proposals could improve their performance, benefiting these organizations? In this sense, this research aims to analyze the psychosocial risks that employees may face in the performance of their work, using the instruments proposed by an official Mexican standard, to identify, analyze, and implement preventive measures and achieve the reduction of their occurrence at work and direct the company towards an improvement in working conditions and safety in their staff.

METHODOLOGY

The research is framed within a quantitative approach, following the methodology proposed by Hernández-Sampieri and Mendoza (2018). This approach is used to evaluate and estimate study problems by collecting numerical data. In this case, the instruments established by the Mexican Official Standard NOM-035-STPS-2018 (DOF, 2018) will be used to verify the hypotheses raised. The scope will be exploratory-descriptive: the exploratory approach applies to the analysis of novel ideas not previously investigated, and the descriptive approach details the most relevant components of the topic. The design will be transactional since the data were collected at a single point in time.

The population selected for the study includes all the companies in the industrial sector in the city of Navojoa, Sonora. These organizations were visited to explain the objectives of the study, selecting those who agreed to collaborate through the professional practices project of the Instituto Tecnológico de Sonora. The sample consisted of 250 workers, of whom 126 were women (50.4%) and 124 men (49.6%), all of whom were actively employed and

distributed in two shifts. Simple non-probabilistic random sampling was used. The most frequent age range was over 36 years, with 123 employees, and 171 workers were married.

For the development of the study, reference guide III, designed and validated by NOM-035-STPS-2018, was used. In terms of reliability, a Cronbach's alpha of 0.826 was obtained and a variance of 66.388. Questions on sociodemographic data were added, such as age, sex, marital status, number of children, seniority, and place of work. The questionnaire included detailed instructions to facilitate its comprehension, and it was estimated that it would take approximately 10 minutes to complete. The validity of the information is based on the Mexican Official Standard, which reinforces confidence in this tool.

The exploratory factor analysis (EFA) was used to reduce a large number of operational indicators to a smaller number of conceptual variables, following the techniques described by de la Garza Carranza et al. Before performing the EFA, Bartlett's test of sphericity was performed, and the Kaiser-Meyer-Olkin (KMO) measure of sampling adequacy was obtained to assess the adequacy of the data. Bartlett's test of sphericity checks whether correlations between variables are significantly different from zero, while the KMO index, which ranges from 0 to 1, suggests whether partial correlations between variables can be explained by other variables. A KMO value of less than 0.5 discourages the use of exploratory factor analysis. In this study, the KMO value was 0.688 and Bartlett's test of sphericity yielded a value of 2701, indicating that the data were suitable for analysis.

The instrument used for the identification and analysis of psychosocial risk factors and the evaluation of the organizational environment in workplaces was composed of 72 items, using a Likert scale with five response options: 1) Always, 2) Almost always, 3) Sometimes, 4) Rarely and 5) Never. The dimensions evaluated included conditions in the work environment, workload, workday, interference in the work-family relationship, leadership, relationships at work, and violence. These dimensions are grouped into the following categories: work environment, activity-specific factors, lack of control over work, organization of work time, leadership, and work relationships.

The procedure used in the study to analyze psychosocial factors in an industrial company in southern Sonora was as follows:

1. The objective of the research was established through the analysis of the data collected on the subject.
2. The instrument was chosen considering its reliability and validity, opting for the NOM035, which is an Official Mexican Norm.
3. The industrial company in the city of Navojoa was selected because of its willingness to apply the instrument.
4. A meeting was called with the company's managers to present the instrument and define the days and times of application.
5. The sample size was determined based on the number of workers.
6. With the sample delimited, the instrument was applied.
7. The information obtained was compiled and analyzed using the SPSS statistical program.
8. After examining the results, interpretations were made, and the final report was written.

RESULTS

The implementation of Mexican Official Standard NOM-035-STPS-2018 generated a significant and positive impact on the company by facilitating the identification of psychosocial risks and the detection of areas for improvement. This regulation allowed the adoption of strategic measures to promote an adequate organizational environment for workers, focused on their well-being and quality of life. As a result, a safe and healthy environment was promoted, which in turn favored the achievement of organizational objectives.

Frequency analysis of the Reference Guide III of NOM 035

After administering the surveys, it was determined that, of the 250 workers in the plant, 126 are women, representing 50.4% of the total, while the remaining 124 are men, constituting 49.6% (see Table 1). In terms of age distribution, the predominant group is composed of workers over 36 years of age, with 123 individuals, equivalent to 49.2%. This is followed by the 31 to 35 age group, with 56 workers representing 22.4%. In third place are those between 26 and 30 years of age, with 47 people, representing 18.8%. The least numerous group is that of workers between 18 and 25 years of age, with only 24 people, representing 9.6% of the total surveyed (see Table 2).

Table 1

Sex of the subjects surveyed

Sex	Frequency	Percentage	Valid percentage	Cumulative percentage
Men	124	49.6	49.6	49.6
Women	126	50.4	50.4	100.0
	250	100.0	100.0	

Source: own elaboration.

Table 2

Age of subjects surveyed

Range	Frequency	Percentage	Valid percentage	Cumulative percentage
From 18 to 25 years old	24	9.6	9.6	9.6
From 26 to 30 years old	47	18.8	18.8	28.4
From 31 to 35 years old	56	22.4	22.4	50.8
Over 36 years old	123	49.2	49.2	100.0
Total	250	100.0	100.0	

Source: own elaboration.

Regarding marital status, it was determined that 68.4% of the workers are married, corresponding to 171 employees, while the remaining 79, representing 31.6%, are single (see Table 3). About the number of children, 36% of the participants have two children, followed by 22.8% with three dependents, and 21.2% with only one child. In addition, 17.2% have no

offspring, and only 0.4% have five children, this being the lowest percentage (see Table 4). In terms of length of service in the company, the largest group, with 45.6%, has between 1 and 5 years of experience. This is followed by 24.8% with between 6 and 10 years, 16% with between 11 and 15 years, 6.8% with between 16 and 20 years, 4% with less than one year, 2.4% with between 21 and 25 years, and finally, 0.4% with more than 31 years of seniority (data in Table 5).

Table 3

Marital status of the subjects surveyed

Marital status	Frequency	Percentage	Valid percentage	Cumulative percentage
Single	79	31.6	31.6	31.6
Married	171	68.4	68.4	100.0
Total	250	100.0	100.0	

Source: own elaboration.

Table 4

Number of children of respondents

Children	Frequency	Percentage	Valid percentage	Cumulative percentage
No children	43	17.2	17.2	17.2
1 child	53	21.2	21.2	38.4
2 children	90	36.0	36.0	74.4
3 children	57	22.8	22.8	97.2
4 children	6	2.4	2.4	99.6
5 children	1	0.4	0.4	100.0
Total	250	100.0	100.0	

Source: own elaboration.

Table 5

Seniority in the company of the respondents

Seniority	Frequency	Percentage	Valid percentage	Cumulative percentage
Less than a year	10	4.0	4.0	4.0
From 1 to 5 years	114	45.6	45.6	49.6

From 6 to 10 years	62	24.8	24.8	74.4
From 11 to 15 years	40	16.0	16.0	90.4
From 16 to 20 years	17	6.8	6.8	97.2
From 21 to 25 years	6	2.4	2.4	99.6
From 26 to 30 years	1	0.4	0.4	100.0
Total	250	100.0	100.0	

Source: own elaboration.

The Mexican Official Standard NOM-035-STPS-2018 presents a detailed classification into categories and domains according to its reference guide 3, which was used in this study due to the number of participants. The categories are structured in five dimensions: work environment, factors specific to the activity, organization of work time, leadership and relationships at work, and organizational environment. The domains are grouped into work environment conditions, workloads, lack of control over work, working hours, interference in the work-family relationship, leadership, work relationships, violence, recognition of performance, and insufficient sense of belonging and instability. A brief description of each of these domains is given below, together with the results obtained in each dimension.

Categories

Work environment: refers to the set of elements that affect both the physical and mental health of employees. In this context, we present the results obtained, which indicate that only 2.4%, equivalent to 6 workers, indicated that the company needs to improve its work environment, suggesting that this area does not need to be addressed as a matter of urgency.

Factors specific to the activity: this refers to work demands and the level of control over them in the performance of assigned tasks. In this analysis, it is evident that most of the employees did not express any complaints regarding the tasks they have to perform, since 92.4% were in the null category, while 2% were in the low, 4% in the medium and only 1.6% in the high category.

Organization of working time: this refers to the structuring of working hours and its impact on the reconciliation between work and family life, an aspect in which the employee is affected when performing his or her work. In this analysis, some results require attention,

given that 26.4%, i.e. 30 employees, show some degree of psychosocial risk. This is reflected in very high- and high-risk levels of 1.2% each respectively, medium 9.6% and low 14.4%.

Leadership and work relations: this classification addresses aspects such as leadership, interactions in the work environment, and the presence of violence in the workplace. For the most part, 96.4% of the cases were in the null category, suggesting healthy working relationships and effective leadership. Only a small percentage, 3.6%, was in the low range.

Organizational environment: this section examines the perception of performance recognition and the degree of sense of belonging and instability perceived by employees. The results obtained show indicators that require attention from the company, given that 47 employees, that is, 18.8% of the total number of workers, expressed some level of dissatisfaction in this area. These levels are distributed as follows: very high (1.2%), high (2.4%), medium (6.4%) and low (8.8%).

About the categories evaluated, it is evident that all require the attention of top management to implement corrective measures to address psychosocial risk factors in the work environment. On average, 88.24% of the evaluations fell into the category of no or negligible risk, while the remaining 11.76% indicated areas in need of improvement. The results suggest the need for particular attention in the categories of organization of working time and organizational environment, which showed values above 1% in the medium, high, and very high-risk ranges. In addition, although to a lesser extent, the importance of considering the factors specific to the activity is underscored, since they also show values in the medium level and demand attention (see Table 6).

Table 6

Category results

<i>Category</i>	<i>Zero</i>	<i>Low</i>	<i>Medium</i>	<i>High</i>	<i>Very high</i>	<i>Total</i>
Ambiente de trabajo	97.6%	2.4%	0.0%	0.0%	0.0%	100.0%
Factores propios de la actividad	92.4%	2.0%	4.0%	1.6%	0.0%	100.0%

Organización del tiempo de trabajo	73.6%	14.4%	9.6%	1.2%	1.2%	100.0%
Liderazgo y relaciones de trabajo	96.4%	3.6%	0.0%	0.0%	0.0%	100.0%
Entorno organizacional	81.2%	8.8%	6.4%	2.4%	1.2%	100.0%
Promedio	88.2%	6.2%	6.7%	1.7%	1.2%	100.0%

Source: own elaboration

Domains

Conditions in the work environment: this category refers to the conditions present in the work environment, encompassing all the circumstances that affect the activity in an office, factory, or other workplace. In this aspect, 2.4%, equivalent to 6 workers, indicated that the company needs to improve conditions within the work environment, suggesting that this aspect should be addressed.

Workloads: addresses the number of tasks assigned, the accelerated pace of completing them, the perception of mental and emotional burden, as well as high responsibility and contradictions in the execution of job functions. According to the results, 7.6% of respondents experience heavy workloads, of which 2.4% rated them as high, 2.8% as medium and 2.4% as low.

Lack of control over work: this refers to the lack of autonomy and control over tasks, limited or no opportunity for growth, limited participation in decision-making and change management, as well as insufficient training. According to the surveys, it was observed that 50.4%, equivalent to 126 workers, that is, a significant number of the total, expressed the need for the company to address this problem, since they are at some level of psychosocial risk, with percentages that include very high (3.2%), high (8.4%), medium (10.8%) and low (28%).

Working hours: we examined whether employees consider that working hours are long. It was observed that, of the total of 250 respondents, 41.2% expressed the need for the company

to take action in this regard. The results indicate that 1.6% considered this aspect as very high, 2% as high, while 26% perceived it as medium, and 11.6% as low.

Interference between work and family: the impact of work on employees' family responsibilities was evaluated. In this case, 43.6% of respondents indicated the need for attention from the company. It was found that 1.2% considered it as very high, 2.8% as high, 11.6% as medium, and 28% as low.

Leadership: We investigated whether there is confusion in the responsibilities and perception of the qualities of leaders, from the perspective of the employees. The results reveal that the majority of employees recognize clarity in the roles of leaders, with 82.4% rated as null. Meanwhile, 6% were in the low range, 4.8% in the medium range, and 3.6% and 3.2% were rated high and very high, respectively.

Work relationships: this aspect examines social interactions in the work environment, as well as the quality of relationships with colleagues and supervisors. The results show that these are mostly positive, with 98.4% of the workers at the null level, almost all of them, while only 1.2% are at the low level and 0.4% at the medium level.

Violence: The percentage of workers who perceive the presence of violence in their workplaces was evaluated. The data collected from the surveys revealed that 82.8% of employees consider this phenomenon as null or insignificant, while 7.2% perceive it as low, 4.8% as medium, 2% as high, and 3.2% declare having experienced or witnessed very high levels of violence in their work environment.

Performance recognition: the lack of feedback on job performance was examined, as well as the recognition and compensation received. The results indicate that 35.2% of workers express the need for the company to address this aspect, with 1.6% being very high, 4.4% high, 7.6% medium, and 21.6% low.

Insufficient sense of belonging and instability: data were collected on employees' poor sense of belonging and instability in their jobs. The results show that 32% of workers gave unfavorable responses, with 0.8% classified as very high, 3.2% as high, 2.8% as medium and 25.2% as low.

According to the domains analyzed, it is evident that there were values that required the intervention of top management to implement corrective measures about psychosocial risk factors at work. On average, 75.12% of the evaluations were at the null or negligible level, while the remaining 24.88% indicated areas requiring improvement. Based on these results, it is recommended that special attention be paid to the domains of lack of control over work, working hours, interference in the work-family relationship, violence, and performance recognition since they exceed 1% in the high and very high psychosocial risk levels. In addition, although to a lesser extent, the importance of considering the domains of insufficient sense of belonging and instability, as well as workload, which also present values at the high level, is underlined (see Table 7).

Table 7*Domain results*

Domain	<i>Zero</i>	<i>Low</i>	<i>Medium</i>	<i>High</i>	<i>Very high</i>	<i>Total</i>
Condiciones en el ambiente de trabajo	97.6%	2.4%	0.0%	0.0%	0.0%	100.0%
Cargas de trabajo	92.4%	2.4%	2.8%	2.4%	0.0%	100.0%
Falta de control sobre el trabajo	49.6%	28.0%	10.8%	8.4%	3.2%	100.0%
Jornadas de trabajo	58.8%	11.6%	26.0%	2.0%	1.6%	100.0%
Interferencia relación trabajo-familia	56.4%	28.0%	11.6%	2.8%	1.2%	100.0%
Liderazgo	82.4%	6.0%	4.8%	3.6%	3.2%	100.0%
Relaciones de trabajo	98.4%	1.2%	0.4%	0.0%	0.0%	100.0%
Violencia	82.8%	7.2%	4.8%	2.0%	3.2%	100.0%
Reconocimiento del desempeño	64.8%	21.6%	7.6%	4.4%	1.6%	100.0%
Insuficiente sentido de pertenencia e inestabilidad	68.0%	25.2%	2.8%	3.2%	0.8%	100.0%
Promedio	75.1%	13.4%	8.0%	3.6%	2.1%	100.0%

Source: own elaboration.

The application of the Mexican Official Standard NOM-035-STPS-2018 in the present study allowed the identification of several critical areas within the categories and domains evaluated. The categories covered the work environment, factors specific to the activity, organization of work time, leadership and relationships at work, and organizational environment. The results indicate that, although the majority of employees did not report significant problems in the work environment and work relationships, there are notable concerns in the organization of work time and the organizational environment. Specifically, 26.4% of employees reported some degree of psychosocial risk related to the organization of working time and 18.8% to the organizational environment.

Concerning the domains, areas requiring urgent attention were noted, such as lack of control over work, working hours, interference in the work-family relationship, violence, and recognition of performance. A total of 50.4% of the employees highlighted the need to improve control over their tasks, and 41.2% pointed out the need to adjust working hours. Also, 43.6% of employees felt that interference between work and family life should be addressed. These results underscore the importance of senior management implementing corrective measures to mitigate psychosocial risks and improve working conditions, promoting a healthier and safer environment for all workers.

DISCUSSION OF RESULTS

Based on the results obtained from the research instrument, a high level of satisfaction is observed among employees with the conditions of the work environment, with 97.6% (244 employees) classified as the null level of risk. This finding is consistent with the study by Cotonieto-Martínez (2021), who argues that this dimension does not represent a significant risk, given that only 2.4% of the personnel are at the low-risk level. Likewise, Uribe-Prado (2020) identifies employees with higher levels of psychosocial risks, highlighting that 26.9% (82 people) manifest poor performance recognition. These results are congruent with the present study, where 35.2% (88 employees) require attention in the dimension of performance recognition.

On the other hand, the results in the domain of interference between work and family life are worrying, since 43.6% of employees consider that their job affects quality time with their loved ones. According to Cázares Sánchez (2020), this risk factor can have repercussions on the mental health of employees, manifesting itself in stress, anxiety, depression, fatigue, negative emotions, and sleep problems, which in turn can have a negative impact on work efficiency and productivity.

In addition, a significant percentage of problems are identified in the categories of violence and working hours that require attention. The results indicate that 17.2% (43 employees) have experienced or witnessed acts of violence in the work environment, such as harassment, bullying or mistreatment. On the other hand, 41.2% (103 employees) consider their work schedules to be critical. These findings coincide with Uribe-Prado's research (2020), which indicates high levels of violence and work demands, affecting 24.9% and 24.6% of employees, respectively.

CONCLUSIONS

The imperative need to identify and assess psychosocial risks arises from adverse conditions that threaten the well-being of workers, such as deficiencies in workload, inadequate leadership, lack of control and autonomy in the performance of their duties, and incidents of violence that may arise between colleagues at various hierarchical levels. Over time, these factors become increasingly prevalent in organizations, making their prevention or mitigation crucial. Owners and senior management should declare as priority objectives to appreciate, protect, and train their staff so that they have better preparation and protection in the performance of their work (Duarte Beltrán, 2023).

In summary, the stated objective has been achieved, evidence that in industrial companies there are factors that influence employee performance, either positively or negatively. This has been corroborated through the application of the instruments provided by NOM035-STPS-2018, which reveal that positive relationships between colleagues contribute to employees feeling valued within the organization. However, cases of workplace violence and

accidents have also been identified, which negatively impact workers' ability to perform adequately, due to problems such as insomnia and lack of concentration.

It is necessary to create spaces where the voices of the workers can be heard regarding the risks they perceive in the performance of their work, and make them participate in the improvement actions, achieving with them greater participation and support of the improvement proposals to provide safer and more dignified spaces in the company (Labrada González et al., 2023).

Companies have the responsibility to allocate resources that allow them to reduce the presence of these types of risks in the workplace and thereby reduce exposure to these events, for this they should be promoters of protective actions aimed at creating and sustaining a safe and dignified place for the performance of the functions of workers in the company (Martínez-Mejía, 2023), examples that can be taken from future research, therefore, it is advisable to continue researching on this topic, exploring the interrelation between all these factors and their impact on the daily tasks and work environment of workers. The objective is to suggest actions that can be implemented to address each of the categories and domains identified in the company, to establish a favorable environment that allows the optimal development of employees' skills and thus move towards business efficiency.

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