

Clima organizacional, satisfacción laboral y salud mental en trabajadores de diferentes sectores económicos: estudio basado en estándares de calidad y escalas psicométricas validadas

Nombres y apellidos:

Stefannys Paola Solano Acosta
Código estudiantil: 201711084371

Michell Patricia Ramírez Ordoñez
Código estudiantil: 201921017448

Zugey María Mercado Mora
Código estudiantil: 201711083658

Carlos Mario Sandoval Ortiz
Código estudiantil: 201921018780

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Tutor(es):

Martha Mendinueta Martínez

Raúl Polo Gallardo

RESUMEN

Introducción: El presente proyecto de investigación tuvo como propósito analizar de manera integrada la salud mental, el clima organizacional y la satisfacción laboral en una población trabajadora, reconociendo la importancia de estas variables en la configuración del bienestar y el desempeño laboral. La calidad de vida en el ámbito laboral depende de la interacción entre factores individuales, organizacionales y relacionales; por ello, estudiar dimensiones como la equidad, la comunicación, el respeto interpersonal, el apoyo del liderazgo y la percepción de justicia adquiere relevancia para comprender la experiencia subjetiva del trabajador. Asimismo, evaluar la sintomatología emocional mediante instrumentos validados permite identificar riesgos psicosociales que pueden influir en el funcionamiento organizacional, la motivación y la estabilidad laboral. Bajo este enfoque, el estudio se estructuró para caracterizar estas variables y generar un análisis que orientara estrategias de intervención orientadas al bienestar integral.

Objetivo: Caracterizar el clima organizacional, la satisfacción laboral y la salud mental en trabajadores de diferentes sectores económicos, evaluados mediante estándares de calidad organizacional y escalas psicométricas validadas.

Materiales y Métodos: El estudio se desarrolló bajo un diseño descriptivo de tipo cuantitativo y de corte transversal. Se utilizaron tres instrumentos principales: la escala DASS-21 para la evaluación de síntomas de depresión, ansiedad y estrés; un cuestionario de clima organizacional que exploró dimensiones como equidad, trato, diversidad y comunicación; y una escala de satisfacción laboral centrada en salario, oportunidades de promoción y apoyo del supervisor. Las respuestas fueron analizadas mediante frecuencias y porcentajes, con el fin de identificar patrones de percepción y niveles de afectación emocional. El análisis se centró exclusivamente en las variables psicosociales, excluyendo deliberadamente los datos sociodemográficos para mantener la coherencia y el enfoque del estudio.

Resultados: Los resultados indicaron que entre el 48 % y el 57 % de los participantes no reportó síntomas de tristeza, ansiedad o reacciones emocionales exageradas, mientras que alrededor del 37 % manifestó haber experimentado estas sensaciones ocasionalmente, y aproximadamente un 11 % presentó niveles más altos de afectación emocional. En el clima organizacional se observaron percepciones favorables en dimensiones como el trato respetuoso, donde más del 51 % expresó acuerdo, y la aceptación de la diversidad, con más del 44 % de acuerdo. No obstante, se identificaron porcentajes elevados de neutralidad,

especialmente en equidad en la contratación, con valores cercanos al 47 %, lo que sugiere incertidumbre, desconocimiento o falta de claridad en las prácticas institucionales. En cuanto a la percepción del estrés y su relación con aspectos como satisfacción, sueño y calidad de vida, las respuestas se concentraron en categorías intermedias, con valores entre 28 % y 39 %, indicando un nivel de estrés moderado y relativamente constante. En la satisfacción laboral, el apoyo del supervisor obtuvo las valoraciones más favorables, con un 40 % de participantes en la categoría de “bastante satisfecho”, seguido de percepciones positivas en oportunidades de promoción y salario, aunque con una distribución más heterogénea que refleja la presencia de expectativas diferenciadas dentro del grupo.

Conclusión: El análisis permitió identificar que la población cuenta con recursos protectores relevantes, especialmente en relación con el liderazgo y las interacciones interpersonales. No obstante, emergen áreas críticas vinculadas con la equidad organizacional, la transparencia en los procesos de contratación y promoción, y la gestión del estrés laboral. La variabilidad en los niveles de satisfacción laboral y la presencia de sintomatología emocional en una parte de los participantes resaltan la necesidad de fortalecer las estrategias preventivas de riesgos psicosociales y de consolidar un entorno de trabajo más claro, equitativo y orientado al bienestar. El estudio aporta información valiosa para la toma de decisiones en materia de gestión humana y permite diseñar intervenciones orientadas a mejorar la calidad de vida laboral.

Palabras Clave: Cultura organizacional, satisfacción laboral, salud mental, trabajadores.

ABSTRACT

Introduction: This research project aimed to examine occupational mental health, organizational climate, and job satisfaction in an integrated manner within a working population, acknowledging the importance of these variables in shaping well-being and work performance. Quality of working life depends on the interplay between individual, organizational, and relational factors; therefore, investigating dimensions such as equity, communication, interpersonal respect, leadership support, and perceived justice is essential to understanding workers' subjective work experience. In addition, assessing emotional symptomatology using validated instruments enables the identification of psychosocial risks that may influence organizational functioning, motivation, and job stability. Under this approach, the study was designed to characterize these variables and to generate evidence to inform intervention strategies aimed at comprehensive well-being.

Objective: To characterize organizational climate, job satisfaction, and mental health among workers from different economic sectors, assessed using organizational quality standards and validated psychometric scales.

Materials and Methods: A quantitative, descriptive, cross-sectional design was implemented. Three main instruments were used: the DASS-21 scale to assess symptoms of depression, anxiety, and stress; an organizational climate questionnaire examining dimensions such as equity, treatment, diversity, and communication; and a job satisfaction scale focused on salary, promotion opportunities, and supervisor support. Responses were analyzed using frequencies and percentages to identify perception patterns and levels of emotional distress. The analysis focused exclusively on psychosocial variables; sociodemographic data were deliberately excluded to preserve the study's scope and conceptual coherence.

Results: Findings indicated that 48% to 57% of participants did not report symptoms of sadness, anxiety, or exaggerated emotional reactions, whereas approximately 37% reported experiencing these feelings occasionally, and about 11% showed higher levels of emotional distress. Regarding organizational climate, favorable perceptions were observed in dimensions such as respectful treatment, with more than 51% expressing agreement, and acceptance of diversity, with more than 44% agreeing. However, high levels of neutrality were identified particularly for equity in recruitment, approaching 47% suggesting uncertainty, limited awareness, or lack of clarity regarding institutional practices. Concerning perceived stress and its relationship with factors such as job satisfaction, sleep, and quality of life, responses clustered in intermediate categories (28%–39%), indicating moderate and relatively persistent stress levels. In job satisfaction, supervisor support received the most favorable ratings, with 40% of participants reporting being "quite satisfied," followed by positive perceptions of promotion opportunities and salary, albeit with a more heterogeneous distribution that reflects differing expectations within the group.

Conclusion: The analysis indicated that the population exhibits relevant protective resources, particularly with respect to leadership and interpersonal interactions. Nevertheless, critical areas emerged related to organizational equity, transparency in recruitment and promotion processes, and the management of work-related stress. Variability in job satisfaction levels and the presence of emotional symptomatology among a subset of participants highlight the need to strengthen psychosocial risk prevention strategies and to consolidate a clearer, more equitable, and well-being-oriented work environment. The study provides valuable evidence to support human resource decision-making and to guide interventions aimed at improving quality of working life.

Keywords: Organizational culture, job satisfaction, mental health, workers.

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