

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:

Yuldany's Piedad Salas De La Hoz
Código estudiantil: 2006284205

Beatriz Elena Sosa Jiménez
Código estudiantil: 2007288848

Madeleine Trespalacio Caballero
Código estudiantil: 20152369772

Diana Carolay Ortega González
Código estudiantil: 202011021477

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Tutor(es):

Martha Mendinueta Martínez Raúl

Polo Gallardo

RESUMEN

Introducción: La relación entre salud mental, clima organizacional y satisfacción laboral constituye un eje fundamental para comprender el bienestar de los trabajadores y el desempeño institucional. En los últimos años, la literatura ha resaltado la necesidad de evaluar estas variables de manera integrada, debido a su impacto directo en la productividad, la permanencia laboral y la calidad de vida. Los entornos laborales que logran equilibrar demandas y recursos tienden a fomentar niveles más altos de bienestar psicosocial. En este contexto, el presente estudio tuvo como propósito caracterizar el estado emocional de los trabajadores, analizar sus percepciones sobre el clima organizacional y valorar su satisfacción laboral, con el fin de identificar áreas de fortaleza y aspectos susceptibles de mejora dentro de la organización.

Adicionalmente, la creciente visibilidad de los riesgos psicosociales en el ámbito laboral ha impulsado la necesidad de desarrollar investigaciones que permitan comprender cómo factores como el estrés, la comunicación interna, la equidad y el apoyo del supervisor influyen en la experiencia subjetiva del trabajador. Las organizaciones contemporáneas enfrentan retos importantes derivados de la transformación digital, las nuevas formas de contratación y el incremento de las exigencias productivas, lo que hace indispensable identificar indicadores tempranos de malestar emocional y de deterioro del clima organizacional. Así, este estudio se convierte en un aporte significativo para orientar estrategias de intervención y fortalecer la gestión del talento humano bajo criterios de salud, bienestar y sostenibilidad laboral.

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: Se desarrolló un estudio descriptivo de enfoque cuantitativo, aplicando un cuestionario estructurado compuesto por tres instrumentos principales: una adaptación de la escala DASS-21 para evaluar síntomas de depresión, ansiedad y estrés; un cuestionario de clima organizacional con cinco dimensiones (equidad en la contratación, equidad de género, respeto a la diversidad, comunicación interna y trato respetuoso); y una escala de satisfacción laboral que incluyó salario, apoyo del supervisor y oportunidades de promoción. Los datos fueron analizados mediante frecuencias y porcentajes, permitiendo una caracterización precisa de las tendencias de la población.

Resultados: Los hallazgos sobre salud mental indican que la mayoría de los trabajadores no presenta síntomas significativos, con proporciones superiores al 50 % en categorías relacionadas con bienestar emocional. No obstante, una fracción menor evidenció niveles moderados, lo que sugiere la necesidad de vigilancia continua. En el clima organizacional se observaron fortalezas en comunicación

interna y trato respetuoso, dimensiones ampliamente valoradas por los trabajadores. Sin embargo, aspectos relacionados con equidad en la contratación y equidad de género mostraron percepciones divididas, revelando la existencia de tensiones organizacionales. En cuanto a la satisfacción laboral, los trabajadores manifestaron niveles altos en apoyo del supervisor y oportunidades de promoción, mientras que la percepción del salario se ubicó en niveles intermedios. La mayoría indicó que el estrés incide en su satisfacción laboral, lo que refuerza la importancia de implementar estrategias integrales de gestión emocional.

Conclusión: El estudio permitió identificar que la organización cuenta con elementos protectores relevantes para el bienestar laboral, entre ellos la comunicación efectiva, el apoyo de los supervisores y un ambiente de respeto. Sin embargo, emergen retos importantes en justicia organizacional y gestión del estrés, los cuales deben ser abordados mediante políticas institucionales robustas, programas de intervención psicosocial y prácticas de liderazgo orientadas al bienestar. Los resultados constituyen una base sólida para orientar procesos de mejora continua en Seguridad y Salud en el Trabajo.

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

ABSTRACT

Introduction: The relationship between mental health, organizational climate, and job satisfaction constitutes a fundamental axis for understanding workers' well-being and institutional performance. In recent years, the literature has emphasized the need to assess these variables in an integrated manner due to their direct impact on productivity, job retention, and quality of life. Work environments that successfully balance demands and resources tend to foster higher levels of psychosocial well-being. Within this context, the present study aimed to characterize workers' emotional status, analyze their perceptions of organizational climate, and assess job satisfaction in order to identify organizational strengths and areas requiring improvement.

Additionally, the growing visibility of psychosocial risks in the workplace has driven the need for research that clarifies how factors such as stress, internal communication, equity, and supervisor support influence workers' subjective experiences. Contemporary organizations face major challenges arising from digital transformation, new forms of employment, and increasing productivity demands, making it essential to identify early indicators of emotional distress and organizational climate deterioration. Accordingly, this study represents a meaningful contribution to guiding intervention strategies and strengthening human talent management under principles of health, well-being, and work sustainability.

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 descriptive study with a quantitative approach was conducted using a structured questionnaire comprising three main instruments: an adapted version of the DASS-21 scale to assess symptoms of depression, anxiety, and stress; an organizational climate questionnaire with five dimensions (equity in recruitment, gender equity, respect for diversity, internal communication, and respectful treatment); and a job satisfaction scale including salary, supervisor support, and promotion opportunities. Data were analyzed using frequencies and percentages, allowing for an accurate characterization of population trends.

Results: Mental health findings indicate that the majority of workers did not present significant symptoms, with proportions exceeding 50% in categories related to emotional well-being. Nevertheless, a smaller subgroup exhibited moderate levels, suggesting the need for ongoing monitoring. Regarding organizational climate, strengths were observed in internal communication and respectful treatment dimensions highly valued by workers. However, aspects related to equity in recruitment and gender equity showed divided perceptions, revealing the presence of organizational tensions. In terms of job satisfaction, workers reported high levels of satisfaction with supervisor support and promotion opportunities, while salary perceptions were at intermediate levels. Most participants indicated that stress

affects their job satisfaction, reinforcing the importance of implementing comprehensive emotional management strategies.

Conclusion: The study identified that the organization possesses relevant protective elements for occupational well-being, including effective communication, supervisor support, and a respectful environment. However, significant challenges emerge in organizational justice and stress management, which must be addressed through robust institutional policies, psychosocial intervention programs, and leadership practices oriented toward well-being. The findings provide a solid basis for guiding continuous improvement processes in Occupational Health and Safety.

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

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