

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

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RESUMEN

Introducción: La salud mental laboral, la satisfacción laboral y el clima organizacional se han consolidado como dimensiones esenciales para comprender el bienestar de los trabajadores y el funcionamiento integral de las organizaciones en el contexto contemporáneo. A medida que las dinámicas laborales se transforman, se hace cada vez más evidente la necesidad de evaluar de manera conjunta factores psicosociales, emocionales y organizacionales que influyen tanto en el desempeño como en la calidad de vida de la población trabajadora. Las demandas laborales emergentes, los cambios en la gestión del talento humano y la intensificación de los riesgos psicosociales implican que las instituciones deben fortalecer sus sistemas de monitoreo, prevención e intervención en seguridad y salud en el trabajo (SST). En este sentido, el presente estudio tuvo como propósito caracterizar la salud mental, el clima organizacional y la satisfacción laboral en trabajadores pertenecientes a diferentes sectores económicos, integrando escalas psicométricas validadas y dimensiones organizacionales clave que permiten una comprensión amplia de los fenómenos estudiados. Esta evaluación simultánea representa un aporte significativo para el diseño de estrategias preventivas y de fortalecimiento institucional orientadas a mejorar el bienestar psicosocial de los trabajadores y optimizar el entorno laboral.

La literatura reciente ha señalado que la presencia de síntomas emocionales como depresión, ansiedad y estrés, aun en niveles leves o moderados, puede relacionarse con condiciones organizacionales deficientes o con la ausencia de recursos protectores suficientes dentro del ambiente laboral. Del mismo modo, un clima organizacional percibido como injusto, poco comunicativo o irrespetuoso puede aumentar los riesgos psicosociales y disminuir la satisfacción laboral, lo que potencialmente afecta el desempeño, la motivación y la retención del talento humano. En este marco, comprender la interacción entre estas variables y su incidencia en la experiencia laboral de los trabajadores constituye un insumo esencial para entidades públicas y privadas que buscan fortalecer su cultura organizacional y su gestión en SST. Así, el presente estudio se concibe como un ejercicio analítico que permite identificar tanto fortalezas organizacionales como posibles áreas de mejora que requieren atención prioritaria, especialmente en dimensiones relacionadas con equidad, diversidad, trato respetuoso y percepción del estrés.

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 cuantitativo de tipo descriptivo y corte transversal, con aplicación de encuestas estructuradas a trabajadores de diferentes sectores económicos. El estudio empleó tres instrumentos principales: una versión adaptada de la escala DASS-21 para evaluar síntomas de depresión, ansiedad y estrés; un instrumento de clima organizacional compuesto por cinco

dimensiones (equidad en la contratación, respeto a la diversidad, equidad de género, comunicación interna y trato respetuoso); y una escala de satisfacción laboral que incluyó las dimensiones de salario, promoción y apoyo del supervisor. La recolección de datos se llevó a cabo mediante un formulario estructurado, garantizando confidencialidad y respeto a los principios éticos establecidos por la normatividad sobre investigación en seres humanos. Para el análisis se utilizaron técnicas estadísticas descriptivas (frecuencias y porcentajes), con el fin de caracterizar patrones generales y variaciones internas en las respuestas de los participantes.

Resultados: En relación con la salud mental, los hallazgos derivados de la escala DASS-21 muestran que la mayoría de los participantes presenta niveles bajos de síntomas depresivos, ansiosos y de estrés. Entre el 42% y el 48% reportó no experimentar sentimientos negativos como tristeza, reacciones exageradas o pérdida de sentimientos positivos, lo que sugiere una prevalencia baja de sintomatología emocional significativa. No obstante, entre el 18% y el 21% de los participantes manifestó la presencia moderada o elevada de estos síntomas, lo cual evidencia un subgrupo que podría requerir intervenciones específicas de promoción y prevención de la salud mental en el lugar de trabajo.

Respecto al clima organizacional, los resultados revelan percepciones heterogéneas según la dimensión evaluada. La comunicación interna y el trato respetuoso fueron las dimensiones mejor valoradas, alcanzando niveles de acuerdo superiores al 60%, lo que indica que la mayoría de los trabajadores percibe relaciones interpersonales positivas, apertura comunicativa y un ambiente colaborativo. Sin embargo, se identificaron áreas críticas en equidad en la contratación y equidad de género, donde las percepciones están divididas y existen grupos importantes que expresan desacuerdo. Tales hallazgos reflejan oportunidades de intervención para fortalecer políticas organizacionales orientadas a promover igualdad, inclusión y justicia.

En cuanto a la satisfacción laboral, los trabajadores reportaron niveles predominantemente altos en dimensiones fundamentales: el apoyo del supervisor fue valorado positivamente por cerca del 60%, al igual que las oportunidades de promoción y la satisfacción con el salario. Estos resultados sugieren que los trabajadores perciben recursos organizacionales que favorecen su bienestar, tales como acompañamiento del liderazgo, posibilidades de crecimiento profesional y condiciones remunerativas adecuadas. La Figura 1, relacionada con la percepción del impacto del estrés sobre la satisfacción laboral, muestra que la mayoría de los participantes considera que el estrés no afecta de forma negativa su satisfacción, lo que podría indicar la presencia de factores protectores dentro de la organización.

Conclusión: En conjunto, los resultados permiten afirmar que los trabajadores evaluados presentan un bienestar emocional general favorable, respaldado por un clima organizacional con fortalezas en comunicación y trato respetuoso, así como altos niveles de satisfacción laboral. No obstante, se identificaron áreas de mejora

relacionadas con equidad organizacional y un subgrupo vulnerable en términos de salud mental. Estos hallazgos destacan la importancia de fortalecer las políticas de equidad, promover la diversidad, garantizar la igualdad de género y desarrollar intervenciones preventivas que permitan consolidar un ambiente laboral más sano, justo y sostenible para todos los trabajadores.

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

ABSTRACT

Introduction: Occupational mental health, job satisfaction, and organizational climate have become key dimensions for understanding workers' well-being and the overall functioning of organizations in contemporary contexts. As work dynamics evolve, the need to jointly assess psychosocial, emotional, and organizational factors that influence both performance and quality of life among the working population becomes increasingly evident. Emerging work demands, changes in human talent management, and the intensification of psychosocial risks require institutions to strengthen their systems for monitoring, prevention, and intervention in Occupational Health and Safety (OHS). In this regard, the present study aimed to characterize mental health, organizational climate, and job satisfaction in workers from different economic sectors, integrating validated psychometric scales and core organizational dimensions that enable a comprehensive understanding of the phenomena under study. This simultaneous assessment represents a significant contribution to the design of preventive strategies and institutional strengthening aimed at improving workers' psychosocial well-being and optimizing the work environment.

Recent literature has highlighted that the presence of emotional symptoms such as depression, anxiety, and stress, even at mild or moderate levels, may be related to deficient organizational conditions or to the lack of sufficient protective resources within the work environment. Likewise, an organizational climate perceived as unfair, poorly communicative, or disrespectful may increase psychosocial risks and reduce job satisfaction, potentially affecting performance, motivation, and retention of human talent. Within this framework, understanding the interaction among these variables and their impact on workers' work experience constitutes an essential input for public and private organizations seeking to strengthen their organizational culture and their OHS management. Thus, the present study is conceived as an analytical exercise that makes it possible to identify both organizational strengths and potential areas for improvement requiring priority attention, particularly in dimensions related to equity, diversity, respectful treatment, and perceived stress.

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

Materials and Methods: A quantitative, descriptive, cross-sectional study was conducted using structured questionnaires administered to workers from different economic sectors. Three main instruments were employed: an adapted version of the DASS-21 scale to assess symptoms of depression, anxiety, and stress; an organizational climate instrument comprising five dimensions (equity in recruitment, respect for diversity, gender equity, internal communication, and respectful treatment); and a job satisfaction scale that included the dimensions of salary, promotion, and supervisor support. Data collection was carried out using a structured survey form, ensuring confidentiality and adherence to ethical principles established

in regulations governing research involving human participants. Descriptive statistical techniques (frequencies and percentages) were used for the analysis, to characterize general patterns and internal variations in participants' responses.

Results: With respect to mental health, findings from the DASS-21 scale show that most participants presented low levels of depressive, anxious, and stress-related symptoms. Between 42% and 48% reported not experiencing negative feelings such as sadness, exaggerated reactions, or loss of positive feelings, suggesting a low prevalence of clinically significant emotional symptomatology. However, between 18% and 21% of participants reported moderate or high levels of these symptoms, indicating the presence of a subgroup that may require specific mental health promotion and prevention interventions in the workplace. Regarding organizational climate, the results reveal heterogeneous perceptions depending on the dimension assessed. Internal communication and respectful treatment were the best-rated dimensions, with agreement levels above 60%, indicating that most workers perceive positive interpersonal relationships, open communication, and a collaborative environment. Nonetheless, critical areas were identified in equity in recruitment and gender equity, where perceptions were divided and sizeable groups expressed disagreement. These findings reflect opportunities for intervention to strengthen organizational policies aimed at promoting equality, inclusion, and justice. In terms of job satisfaction, workers reported predominantly high levels in key dimensions: supervisor support was positively rated by approximately 60%, as were promotion opportunities and satisfaction with salary. These results suggest that workers perceive organizational resources that enhance their well-being, such as supportive leadership, opportunities for professional growth, and adequate remuneration conditions. Figure 1, which depicts the perceived impact of stress on job satisfaction, shows that most participants consider that stress does not negatively affect their satisfaction, which may indicate the presence of protective factors within the organization.

Conclusion: Overall, the results indicate that the workers assessed exhibit generally favorable emotional well-being, supported by an organizational climate with strengths in communication and respectful treatment, as well as high levels of job satisfaction. However, areas for improvement were identified in organizational equity and in a vulnerable subgroup in terms of mental health. These findings underscore the importance of strengthening equity policies, promoting diversity, ensuring gender equality, and developing preventive interventions to consolidate a healthier, fairer, and more sustainable work environment for all workers.

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

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