

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: el clima organizacional, la satisfacción laboral y la salud mental constituyen ejes estratégicos para la sostenibilidad de las empresas y el bienestar de los trabajadores. Desde la perspectiva de la seguridad y salud laboral, estos tres componentes se articulan de manera dinámica: un clima percibido como justo y respetuoso favorece niveles más altos de satisfacción laboral, mientras que la exposición sostenida a riesgos psicosociales incrementa la probabilidad de síntomas de depresión, ansiedad y estrés, con impacto directo en el desempeño, la estabilidad del personal y la calidad de los servicios. En contextos latinoamericanos y en entornos con alta heterogeneidad laboral, estas relaciones adquieren especial relevancia, dadas las condiciones de informalidad, sobrecarga y tensiones organizacionales que enfrentan muchos trabajadores, incluidos quienes combinan responsabilidades laborales con procesos de formación de posgrado. En este escenario, contar con evidencia empírica que caracterice simultáneamente clima, satisfacción y salud mental aporta insumos valiosos para la toma de decisiones en las organizaciones y para la formulación de estrategias preventivas desde la Seguridad y Salud En El Trabajo.

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: estudio cuantitativo, observacional y de corte transversal, en una muestra de trabajadores vinculados a diversos sectores productivos que, de manera simultánea, participan en procesos formativos relacionados con la Especialización en Seguridad y Salud En El Trabajo. La selección de participantes fue no probabilística por conveniencia, considerando criterios de inclusión como contar con un vínculo laboral vigente y aceptar voluntariamente la participación anónima y confidencial en la investigación. La recolección de la información se llevó a cabo a través de un cuestionario autoadministrado que integró varios componentes: un bloque de preguntas sociodemográficas y laborales, un instrumento de clima organizacional alineado con estándares de calidad, la escala de satisfacción laboral S20/23 y la escala de Depresión, Ansiedad y Estrés de 21 ítems (DASS-21). el componente de clima organizacional evaluó dimensiones como equidad en la contratación y en las oportunidades, respeto a la diversidad y a la equidad de género, calidad de la comunicación interna, trato respetuoso por parte de jefes y compañeros, y percepción de justicia organizacional. Cada ítem se midió mediante una escala tipo Likert de acuerdo/desacuerdo, lo que permitió obtener

distribuciones de frecuencia e identificar tendencias globales de percepción. La satisfacción laboral se midió con el cuestionario S20/23, que valora distintas dimensiones clave, entre ellas satisfacción con el salario, condiciones físicas de trabajo, estabilidad, oportunidades de promoción y desarrollo, apoyo del supervisor y relaciones con los compañeros. La escala DASS-21 se empleó para evaluar sintomatología de depresión, ansiedad y estrés en tres subescalas diferenciadas, a partir de 21 ítems con opciones de respuesta que van desde “No me ha ocurrido” hasta “Me ha ocurrido mucho o la mayor parte del tiempo” en la última semana. Los datos se analizaron mediante estadística descriptiva, utilizando frecuencias absolutas y relativas para cada categoría de respuesta, tanto en los ítems de clima y satisfacción como en los de la DASS-21, así como tablas y figuras que sintetizan la distribución de las percepciones y de los niveles de malestar emocional.

Resultados: Los resultados mostraron un perfil globalmente favorable en las variables organizacionales y de salud mental evaluadas, sin entrar en detalle de las características sociodemográficas. En el caso de la salud mental, las frecuencias más elevadas se observaron en las categorías que indican ausencia o baja intensidad de síntomas en la mayoría de los ítems de depresión, ansiedad y estrés de la DASS-21, lo que sugiere que, en el momento de la medición, buena parte de la muestra no presentaba niveles clínicamente relevantes de malestar psicológico. Sin embargo, se identificó también un grupo no despreciable de participantes que reportó la presencia de síntomas en grados leves o moderados, tales como tristeza, irritabilidad, preocupación excesiva y sensación de tensión, lo que indica la existencia de un subgrupo en mayor vulnerabilidad frente a las demandas laborales y académicas. En relación con el clima organizacional, las respuestas tendieron a concentrarse en las opciones de acuerdo y muy de acuerdo en aspectos como la equidad, el respeto, la diversidad y la comunicación, configurando un entorno percibido en términos generales como respetuoso, justo y apoyador. En la satisfacción laboral, los niveles se ubicaron mayoritariamente entre categorías medias y altas, con especial énfasis en la valoración positiva del apoyo de los supervisores y de las relaciones interpersonales en el trabajo, mientras que la satisfacción con aspectos como el salario y las oportunidades de promoción se situó con mayor frecuencia en rangos intermedios. De manera relevante, una proporción importante de participantes manifestó estar de acuerdo con que el estrés afecta su satisfacción laboral, su calidad de vida y su sueño, lo cual indica que, aun en presencia de un clima organizacional favorable y de una satisfacción laboral globalmente adecuada, el estrés percibido se reconoce como un factor con impacto concreto sobre la experiencia de trabajo. Esta percepción se reflejó de forma gráfica en la figura que recoge la opinión sobre el efecto del estrés en la satisfacción laboral,

donde la mayoría se ubicó en las categorías de mayor acuerdo. En conjunto, los resultados evidencian un equilibrio relativamente positivo entre clima, satisfacción y salud mental, pero con señales claras de presión psicosocial que requieren ser atendidas de manera preventiva.

Conclusión: la conclusión general del estudio es que los trabajadores evaluados se encuentran en un contexto organizacional que ofrece condiciones psicosociales mayoritariamente favorables, lo que contribuye a mantener niveles aceptables de satisfacción laboral y a limitar la expresión de sintomatología depresiva, ansiosa y de estrés severa. No obstante, la percepción extendida del impacto del estrés sobre la vida personal y sobre la satisfacción con el trabajo, junto con la presencia de un subgrupo con síntomas leves y moderados, revela una zona de vulnerabilidad que podría traducirse en problemas de salud mental más graves y en deterioro del desempeño si no se implementan acciones específicas de gestión del riesgo psicosocial. Desde la perspectiva de un estudiante de Especialización en Seguridad y Salud En El Trabajo, estos resultados subrayan la necesidad de consolidar programas integrales que incluyan la evaluación periódica de clima, satisfacción y salud mental; el fortalecimiento de estilos de liderazgo que promuevan apoyo, reconocimiento y participación; y el desarrollo de intervenciones dirigidas a la gestión del estrés laboral, al equilibrio trabajo-vida y al acompañamiento psicosocial. De este modo, las organizaciones podrán no solo sostener el clima y la satisfacción observados, sino también prevenir el avance del malestar emocional y promover entornos de trabajo más saludables y sostenibles en el tiempo.

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

ABSTRACT

Introduction: Organizational climate, job satisfaction, and mental health are strategic pillars for corporate sustainability and worker well-being. From an occupational safety and health perspective, these three components are dynamically interrelated: a climate perceived as fair and respectful favors higher levels of job satisfaction, whereas sustained exposure to psychosocial hazards increases the likelihood of depressive, anxiety, and stress symptoms, with a direct impact on performance, staff stability, and service quality. In Latin American contexts and in settings characterized by high labor heterogeneity, these relationships become particularly salient, given the conditions of informality, work overload, and organizational tensions faced by many workers, including those who combine employment with postgraduate training. In this scenario, generating empirical evidence that simultaneously characterizes organizational climate, job satisfaction, and mental health provides valuable inputs for organizational decision-making and for the design of preventive strategies within Occupational Safety and Health.

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, observational, cross-sectional study was conducted in a sample of workers from various productive sectors who were simultaneously engaged in training processes related to a specialization in Occupational Safety and Health. Participants were selected through non-probability convenience sampling, based on inclusion criteria such as having an active employment relationship and voluntarily agreeing to anonymous and confidential participation in the study. Data were collected using a self-administered questionnaire comprising several components: a block of sociodemographic and occupational questions, an organizational climate instrument aligned with quality standards, the S20/23 job satisfaction scale, and the 21-item Depression, Anxiety and Stress Scale (DASS-21). The organizational climate component assessed dimensions such as equity in hiring and opportunities, respect for diversity and gender equity, quality of internal communication, respectful treatment by supervisors and coworkers, and perceived organizational justice. Each item was rated on a Likert-type agreement scale, allowing the calculation of frequency distributions and the identification of overall perception trends. Job satisfaction was measured with the S20/23 questionnaire, which evaluates key dimensions including satisfaction with salary, physical working conditions, job stability, promotion and development opportunities, supervisor support, and coworker relationships. The DASS-21 was used to assess symptoms of depression, anxiety, and stress across three differentiated subscales, based on 21 items with response options ranging from “Did not apply to me at all” to “Applied to me very much or most of the time” during the previous week. Data were analyzed using descriptive statistics, with absolute and relative frequencies calculated for each response category in the climate and

satisfaction items and in the DASS-21, and summarized in tables and figures showing the distribution of perceptions and levels of emotional distress.

Results: The findings revealed an overall favorable profile in the organizational and mental health variables assessed, without detailing sociodemographic characteristics. Regarding mental health, the highest frequencies were observed in categories indicating absence or low intensity of symptoms for most of the DASS-21 depression, anxiety, and stress items, suggesting that, at the time of assessment, a large proportion of the sample did not present clinically relevant levels of psychological distress. However, a non-negligible subgroup of participants reported the presence of mild to moderate symptoms, such as sadness, irritability, excessive worry, and feelings of tension, indicating increased vulnerability to combined work and academic demands. In terms of organizational climate, responses tended to cluster in the “agree” and “strongly agree” options for aspects such as equity, respect, diversity, and communication, depicting a work environment generally perceived as respectful, fair, and supportive. With respect to job satisfaction, levels were mostly in the medium-to-high categories, with particular emphasis on positive evaluations of supervisor support and interpersonal relationships at work, while satisfaction with salary and promotion opportunities more frequently occupied intermediate ranges. Notably, a substantial proportion of participants agreed that stress affects their job satisfaction, quality of life, and sleep, indicating that, even in the presence of a favorable organizational climate and globally adequate job satisfaction, perceived stress is recognized as a factor with a concrete impact on the work experience. This perception was visually reflected in the figure summarizing opinions on the effect of stress on job satisfaction, where most respondents fell into the higher agreement categories. Overall, the results indicate a relatively positive balance between climate, satisfaction, and mental health, but with clear signs of psychosocial pressure that require preventive attention.

Conclusion: The general conclusion of the study is that the workers evaluated operate in an organizational context that offers predominantly favorable psychosocial conditions, which contributes to maintaining acceptable levels of job satisfaction and limiting the expression of severe depressive, anxiety, and stress symptoms. Nevertheless, the widespread perception of the impact of stress on personal life and work satisfaction, together with the presence of a subgroup with mild to moderate symptomatology, reveals a zone of vulnerability that could evolve into more severe mental health problems and performance deterioration if specific psychosocial risk management actions are not implemented. From the perspective of a student in a specialization in Occupational Safety and Health, these findings underscore the need to consolidate comprehensive programs that include the periodic assessment of organizational climate, job satisfaction, and mental health; the strengthening of leadership styles that promote support, recognition, and participation; and the development of interventions aimed at managing work-related stress, fostering work–life balance, and providing psychosocial support. In this way, organizations may not only sustain the observed levels of climate and satisfaction,

but also prevent the progression of emotional distress and promote healthier and more sustainable work environments over time.

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

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