

# **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 presente proyecto de investigación analizó de manera integrada el clima organizacional, la satisfacción laboral y la salud mental en trabajadores de diversos sectores económicos, con el propósito de comprender la calidad de vida laboral desde una perspectiva multidimensional. En los últimos años, estas variables han adquirido relevancia estratégica debido a su influencia directa en el bienestar psicológico, el desempeño, el compromiso organizacional y la sostenibilidad del trabajo. La literatura científica reciente señala que percepciones relacionadas con justicia, comunicación interna, apoyo del liderazgo y oportunidades de participación determinan en gran medida cómo los trabajadores interpretan sus experiencias laborales y cómo estas se relacionan con su salud emocional. Asimismo, estudios contemporáneos han documentado que la satisfacción laboral opera como un indicador sensible de la calidad del entorno de trabajo, asociándose con menores niveles de estrés, mejores relaciones interpersonales y menor intención de abandono. En el ámbito de la salud mental, la evidencia continúa mostrando que factores psicosociales como la sobrecarga, el bajo control y la falta de apoyo pueden exacerbar síntomas de depresión, ansiedad y estrés, afectando la seguridad, la productividad y la calidad del trabajo. En este marco conceptual, el proyecto se enfocó en caracterizar estas tres dimensiones mediante instrumentos psicométricos y organizacionales estandarizados, permitiendo generar un diagnóstico integral y orientado a la gestión de riesgos psicosociales.

**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 empleó un diseño descriptivo de corte transversal y se desarrolló con trabajadores de distintos sectores económicos. La recolección de datos se realizó mediante un cuestionario sociodemográfico, un instrumento de clima organizacional alineado con las directrices de la norma ISO 9001:2015, el cuestionario de satisfacción laboral S20/23 y la escala DASS-21 para la medición

de síntomas de depresión, ansiedad y estrés. Las variables evaluadas abarcaron percepciones de justicia, comunicación, trato respetuoso, apoyo de la supervisión, relaciones interpersonales, condiciones físicas del entorno laboral, bienestar emocional y auto percepción de salud. Los datos fueron procesados mediante

Python, utilizando análisis descriptivos y frecuencia de respuestas para identificar patrones de percepción y distribución sintomática.

**Resultados:** En el presente proyecto de investigación se identificó que, en términos de salud mental, entre el 34 % y el 40 % de los participantes no presentó síntomas significativos de depresión, ansiedad o estrés, mientras que un 26 % a 33 % reportó manifestaciones moderadas, lo que evidencia la coexistencia de bienestar emocional y vulnerabilidad psicológica. En relación con el clima organizacional, se observaron percepciones favorables en trato respetuoso (45 %) y comunicación interna (37 %), aunque persistieron tensiones en equidad en la contratación y equidad de género, con desacuerdos que fluctuaron entre el 11 % y el 17 %. Respecto a la interacción entre estrés y variables laborales, predominó una percepción moderada, destacándose que entre el 31 % y el 38 % adoptó posiciones neutrales en estrés asociado a satisfacción, calidad de vida y sueño. En cuanto a la satisfacción laboral, las percepciones se distribuyeron de manera heterogénea: el 26 % manifestó estar algo satisfecho con el salario, mientras que las oportunidades de promoción y el apoyo del supervisor mostraron respuestas equilibradas en rangos intermedios (19 % a 21 % en categorías de satisfacción moderada). En conjunto, estos hallazgos evidencian un contexto organizacional con fortalezas en relaciones interpersonales y comunicación, pero con áreas críticas en justicia organizacional y variabilidad en satisfacción laboral que requieren intervenciones específicas en la gestión del bienestar y los riesgos psicosociales.

**Conclusión:** Los resultados del proyecto señalan que la calidad de vida laboral depende de la articulación entre clima organizacional, satisfacción laboral y salud mental, lo cual coincide con estudios recientes que destacan la influencia de estos factores en la configuración del bienestar y la productividad laboral. Los hallazgos refuerzan la importancia de fortalecer la comunicación interna, promover estilos de liderazgo basados en apoyo y reconocimiento, y desarrollar estrategias integrales de gestión de riesgos psicosociales. Asimismo, se evidencia la necesidad de implementar acciones orientadas al bienestar emocional, la mejora de las condiciones físicas del entorno laboral y el fomento del desarrollo profesional. La utilización de instrumentos validados permitió un análisis riguroso de las percepciones y los indicadores de salud mental, proporcionando una base sólida

para la formulación de recomendaciones orientadas a la mejora continua y la promoción de entornos laborales saludables.

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

## ABSTRACT

**Introduction:** The present research project analyzed organizational climate, job satisfaction, and mental health in an integrated manner among workers from various economic sectors, with the aim of understanding quality of working life from a multidimensional perspective. In recent years, these variables have gained strategic relevance due to their direct influence on psychological well-being, performance, organizational commitment, and work sustainability. Recent scientific literature indicates that perceptions related to justice, internal communication, leadership support, and opportunities for participation largely determine how workers interpret their work experiences and how these experiences are linked to emotional health. Likewise, contemporary studies have documented that job satisfaction functions as a sensitive indicator of work environment quality, being associated with lower stress levels, improved interpersonal relationships, and reduced turnover intentions. In the field of mental health, evidence continues to show that psychosocial factors such as workload, low job control, and lack of support may exacerbate symptoms of depression, anxiety, and stress, negatively affecting safety, productivity, and work quality. Within this conceptual framework, the project focused on characterizing these three dimensions through standardized psychometric and organizational instruments, enabling the development of a comprehensive diagnosis oriented toward psychosocial risk management.

**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:** The study employed a descriptive, cross-sectional design and was conducted with workers from different economic sectors. Data collection was carried out using a sociodemographic questionnaire, an organizational climate instrument aligned with the ISO 9001:2015 quality management guidelines, the S20/23 job satisfaction questionnaire, and the DASS-21 scale for the assessment of depression, anxiety, and stress symptoms. The variables evaluated included perceptions of justice, communication, respectful treatment, supervisory support,

interpersonal relationships, physical working conditions, emotional well-being, and self-perceived health. Data were processed using Python software, applying descriptive analyses and frequency distributions to identify perception patterns and symptom distribution.

**Results:** In the present research project, findings indicated that, in terms of mental health, between 34% and 40% of participants did not present significant symptoms of depression, anxiety, or stress, whereas 26% to 33% reported moderate manifestations, demonstrating the coexistence of emotional well-being and psychological vulnerability. Regarding organizational climate, favorable perceptions were observed in respectful treatment (45%) and internal communication (37%); however, tensions persisted in equity in recruitment and gender equity, with disagreement levels ranging between 11% and 17%. Concerning the interaction between stress and work-related variables, a moderate perception predominated, with 31% to 38% of participants adopting neutral positions regarding stress associated with job satisfaction, quality of life, and sleep. With respect to job satisfaction, perceptions were heterogeneously distributed: 26% reported being somewhat satisfied with salary, while promotion opportunities and supervisory support showed balanced responses within intermediate ranges (19% to 21% in categories of moderate satisfaction). Overall, these findings reveal an organizational context with strengths in interpersonal relationships and communication, but with critical areas in organizational justice and variability in job satisfaction that require targeted interventions in well-being management and psychosocial risk control.

**Conclusion:** The project results indicate that quality of working life depends on the articulation between organizational climate, job satisfaction, and mental health, which is consistent with recent evidence highlighting the influence of these factors on worker well-being and labor productivity. The findings reinforce the importance of strengthening internal communication, promoting leadership styles based on support and recognition, and developing comprehensive psychosocial risk management strategies. Additionally, the need to implement actions aimed at emotional well-being, improvement of physical working conditions, and promotion of professional

development is evident. The use of validated instruments enabled a rigorous analysis of perceptions and mental health indicators, providing a solid basis for formulating recommendations oriented toward continuous improvement and the promotion of healthy work environments.

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

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