

Research Article

Work stress and psychosocial risk factors

Ejaita Mitaire

Agadez University

Correspondence should be addressed to Ejaita Mitaire; mitaire00@gmail.com

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ABSTRACT. Resolution 2646 of 2008 aims to provide the parameters in the identification of psychosocial risks at work, this as a product of occupational stress, this article presents in a concise and understandable way for the employee in general, the meaning of psychosocial risk factors and the repercussions that these may have on their health. The Ministry of Protection includes pathologies derived from work stress in the table of Occupational Diseases, and for this it relies on the protocol for determining the origin of pathologies derived from stress and on the battery of instruments to assess psychosocial risk factors and contribute to the decision-making of work professionals in determining the origin of diseases derived from stress, whether of common or professional origin. In this case, companies must allocate human and economic resources for the identification, evaluation, prevention, intervention and monitoring of said psycho-occupational risks, it is the responsibility of the employer to ensure the health of its employees, breaching the provisions of the Ministry will be subject to sanctions in accordance with the provisions of subsections a and c of article 91 of Decree Law 1295 of 1994.

Keywords: Occupational burnout, psychosocial impact, psychological stress, risk factors, occupational health

A. INTRODUCTION

The issue of psychosocial risk factors has already been worked on for some time, as the concept of health has expanded with the approach to the idea of well-being, prevention and health promotion, organizations Labor organizations have begun to transcend in terms of prevention, medicine and occupational hygiene . Psychosocial is a term used to describe the relationship between a person's social status and their mental/emotional state. The term psychosocial involves psychological and social aspects, for example the relationship between the fear that a person has (psychological) about how they interact with other people in their social environment. Someone who is mentally healthy will react positively in many situations, in contrast to those who are mentally ill. Psychosocial hazards can be defined as the relationship between a person's social conditions (social hazards) and their mental/emotional state at work, interactions between work environments, work content, organizational conditions and the worker's capabilities, needs, culture, extra-work personal. considerations that can, through perceptions and experiences, affect health, job performance and job satisfaction (WHO, 1984).

Psychosocial hazards can be those aspects of the design and management of a job, its social and organizational context that have the potential to cause psychological or physical harm. Various models exist in Europe and elsewhere for the assessment of risk associated with psychosocial hazards (called psychosocial risks) and their impact on employee health and safety and organizational health.

B. METHOD

The research is qualitative using the literature review method. Qualitative research is research that is used to examine the conditions of natural objects, where the researcher is the key instrument. The purpose of qualitative research is to explain a phenomenon in depth by collecting as deep a data as possible, demonstrating the importance of the depth and detail of the data under study.

C. RESULT AND DISCUSSION

Once the Occupational Health area began to address the relationship between mental health and work, employers and workers, it became a mandatory issue, even more so with the provisions of Resolution 1016 of March 1989, article 11, which contemplates the intervention of the hygiene subprogram in the identification of risk agents in the worker, such as psychosocial ones.

The joint committee of the International Labor Organization (ILO) - World Health Organization (WHO) defines psychosocial factors as interactions between work, its environment, job satisfaction and the conditions of its organization, on the one hand, and on the other, the worker's capabilities, needs, culture and personal situation outside of work, all of which, through perceptions and experiences, can influence health and job performance and satisfaction (Ortiz et al., 2013). The negative interrelation between working conditions and human factors can generate harmful consequences, of which three aspects have been detected: job performance, job satisfaction and worker health.

Resolution 2646 of 2008 defines the so-called psychosocial risk factors as "(The) psychosocial factors include intra- and extra-labor or external aspects of the organization and the conditions or individual characteristics intrinsic to the worker, which in a dynamic interrelation, through perceptions and experiences, influence the health and performance of people" (Charria et al., 2011). The Ministry of Social Protection establishes provisions and defines responsibilities for the identification, evaluation, prevention, intervention and permanent monitoring of exposure to psychosocial risk factors at work and to determine the origin of pathologies caused by work stress.

Stress has been addressed by a growing number of researchers without achieving a unification of the subject, the Pontifical Javeriana University in the Social Security and Occupational Risks Subcenter defines stress as a set of reactions of a psychological, emotional and behavioral nature, which occurs when the individual must face demands derived from their interaction with the environment (psychosocial risk factors), before which their coping capacity is insufficient, causing an imbalance that alters their well-being, including their health (Villalobos, 2004).

Bearing in mind that reactions to a stressful situation are determined by the severity of the event, factors of the person and the social and family support they have are also taken into account. Therefore, the concept of disease could have several causes that are essential to analyze, hence the concern of the Ministry of Protection in designing a battery that allows evaluating the worker's exposure to the so-called psychosocial risks and determining if the worker's response to stress occurred predominantly before work, extra-work or individual conditions (Rodríguez et al., 2015).

Stress and psychosocial factors The government recently issued the new list of occupational diseases, that is, those derived from work activity (Decree 2566 of 2009) (Escobar, 2011), among which it recognizes states of anxiety and depression, myocardial diseases as possible diseases caused by stress at work. heart attack and other cardiovascular emergencies, arterial hypertension, acid-peptic disease and irritable bowel.

Resolution 2646 of 2008 establishes that these psychosocial factors must be evaluated objectively and subjectively to workers who are at psychosocial risk, using instruments that for this purpose have been validated in the country as provided by the Ministry of Social Protection, so this evaluation allows us to distinguish three types of conditions: intra-work, extra-work or individual (Vélez, 2016). The intra-occupational risk allows identifying four domains that in turn group a set of dimensions that explain the intra-occupational dimensions, the domains considered are (Rodríguez et al., 2015):

one . Labor demands: refers to the demands that work imposes on the individual, quantitative, mental, emotional, etc.

B. Control over work: it is the possibility that work gives the individual to influence and make decisions about the different aspects that intervene in their performance, such as : clarity of role, training, etc.

C. Leadership and social relationships at work: these are the particular types of social relationships that are established between hierarchical superiors and their collaborators.

D. Reward: it is the remuneration that the worker obtains in exchange for her contributions or work efforts, such as : economic, esteem, etc.

Among the extra-work conditions are aspects of the family, social and economic environment of the worker. They include conditions in the home that can influence the well-being and health of the individual.

Individual conditions have to do with characteristics of the individual, such as sex, age, marital status, educational level, etc. The battery does not include questionnaires for evaluation, but it does allow in its annexes some technical guidelines that may be useful for those who evaluate personal characteristics (Rodríguez et al., 2015).

The scope of the battery is to evaluate psychosocial risk factors, understood as "psychosocial conditions whose identification and evaluation show negative effects on the health of workers or at work". The application of the battery allows determining the degree of risk on a five-level scale: no risk or insignificant risk, low risk, medium risk, high risk and very high risk, as well as establishing the presence or absence of intra and extra psychosocial . risk work (Rodríguez et al., 2015).

“The purpose of Occupational Health is to serve the health and social well-being of workers individually or collectively. Occupational health practice must be conducted in accordance with the highest professional standards and the most rigorous ethical principles. Occupational health professionals must also contribute to the improvement of public health and the environment” (Alvarez et al., 2016). The uses and objectives of the psychosocial risk assessment and the application of the instruments must always be equated with the objective of Occupational Health, which is established in its second article (Alvarez et al., 2016):

- Promote the improvement and maintenance of the living and health conditions of the working population.
- Prevent any damage to people's health, derived from working conditions.
- Protect people against risks related to physical, chemical, biological, psychosocial, mechanical, electrical and other factors derived from the work organization that may affect individual or collective health in the workplace.
- Eliminate or control harmful agents for the integral health of the worker in the workplace.

D. CONCLUSION

The concept of stress is important and relevant in the workplace because the individual can respond in different ways to an unexpected event, for some people a situation can be very threatening, but for others the same situation could go unnoticed, these responses can activate pathophysiology mechanisms of a disease.

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