



Impact of work stress on therapists at the Surcos Foundation in the period 2022-2023

Impacto del estrés laboral en terapeutas de la Fundación Surcos en el período 2022-2023

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Received date: July 3, 2024 | Reviewed date: August 8, 2024 | Accepted date: November 25, 2024 | Published date: January 3, 2025

<https://doi.org/10.61287/propuestaseducativas.v7i13.2>

ABSTRACT

The study carries out a review of the impact of work stress on therapists at Fundacion Surcos, through the application of the Bocanument psychosocial risk survey, which evaluates 85 factors divided into 4 areas that are: Task content, human relations, organization of work time and personnel management. Through this tool, risk factors were evaluated, studied and identified. This instrument permitted to identify intervention priorities in terms of protective factors and risk factors through the appropriation of a table in which the tabulation is carried out, facilitating the achievement of this information. The methodology used is mixed with a sample of 22 therapists, there can be direct interaction with them and getting first-hand information, then it will be aimed at reporting the findings and presenting the data collected and analyzed, in order to present the implementation of strategies that mitigate shortcomings in the institution and thus influence the therapists work well-being.

Keywords: Work stress; Furrow foundation; Mental health; Work effects; Therapists; Psychosocial risks; Protective factors.

RESUMEN

El estudio realiza una revisión del impacto del estrés laboral en terapeutas de Fundación Surcos, por medio de la aplicación de la encuesta de riesgo psicosociales de Bocanument, que evalúa 85 factores divididos en 4 áreas que son: Contenido de la tarea, relaciones humanas, organización del tiempo del trabajo y gestión del personal. Por medio de esta herramienta se evaluó, se estudió y se identificaron los factores de riesgo. Este instrumento permitió identificar las prioridades de intervención en cuanto a los factores protectores y factores de riesgo por medio de la apropiación de una malla en la cual se realiza la tabulación que facilita la obtención de esta información. La metodología que se utilizó es mixta con una muestra de 22 terapeutas, se interactúa de manera directa con ellos y obtiene información de primera mano, después, estará dirigido a reportar los hallazgos y presentar los datos recopilados y analizados, para con ello presentar la implementación de estrategias que mitiguen las falencias en la institución y así incidir en el bienestar laboral de los terapeutas.

Palabras clave: Estrés laboral; Fundación surcos; Salud mental; Efectos laborales; Terapeutas; Riesgos psicosociales; Factores protectores.

INTRODUCTION

Work stress is one of the relevant issues in many countries and also in different workplaces. In the context of this research, stress that affects the work environment is considered, and it is appropriate to clarify that it is not a health disorder in itself, but the first sign of a reaction to a physical or mental condition.

The literature review indicates that research on stress at work has increased since the 1990s, focusing on how it affects workers' health and management. This has led to greater attention being paid to psychosocial risks and work-related stress, and thus occupational health and safety programs address aspects beyond the traditional approach from behavior, occupational health psychology and social well-being.

Some studies have shown that stress is more common in professionals who interact directly with people, such as education, health, caregivers, public administration and social workers, mainly perfectionists or people who are very responsible with their work. Relating it to the workload, emotional tensions and challenges directly related to their work.

According to Veloz (2023), work stress has been linked to the rapid evolution of information technology, economic and social crises, and changes in working conditions. The accelerated technological transformations

have generated important changes that have resulted in emerging mental and/or emotional health problems related to dangerous working conditions, but also to low physical effort, fixed postures, simplification of work, monotony and isolation, whose expression is forming a psychosomatic and nervous pathology that in general terms is assumed as work stress.

It has been proven that there are adverse psychological effects related to the inadequate organization of work and they agree that they can be physical factors such as temperature, air humidity, noise, dust and vapors; and other social factors such as work organization, schedules, rhythms, monotony and interpersonal social relationships. This seeks to explain how working conditions affect the somatic and psychological functioning of workers. Defining the word stress has been one of the most important theoretical dilemmas that academics have addressed and that has not yet been resolved, most contemporary analytical models have as a common element that stress is conceptualized in terms of the relationship between work and the person, thus concluding that stress is a physical, emotional, social and moral discomfort, whose origins and consequences are structural, its expression varies throughout life and depends on what each person considers a stressor that puts them at risk or with probability of getting sick and therefore needs to have certain resources of individual and social resistance to control it, tolerate it, reduce it, prevent it or stop it.

METHOD

Study population

For Gallego (2006), it is the set of individuals who have certain characteristics or properties and they need to be, as defined in the objectives of this research. The population to be taken into account is of a specific type: therapists from the Surcos IPS Foundation in the city of Bogotá. The sample is made up of 22 therapists, with a confidence level of 95% and a margin of error of 3%.

Design

The research was carried out from a mixed approach, for Hernandez-Sampieri and Mendoza (2008), defined as a set of systematic, empirical and critical research processes and includes the collection and analysis of both quantitative and qualitative data, as well as their integration and joint discussion, making inferences from all the information collected and achieving a greater understanding of the phenomenon under study.

It is an analytical empirical proposal of a non-experimental and descriptive nature. It is descriptive because it establishes variables that characterize the conditions of the company, allowing the characteristics of the variables and study phenomena to be identified and measured independently in order to subsequently make a detailed description of the factors of the organizational climate, and it is evaluative because these variables are measured in a real situation and verified with the states of each one.

Stress at work is seen as a social and economic conflict. Socially, it affects worker's health, who is the fundamental human resource for success, and economically, it reduces the productivity of organizations, making them less competitive and lucrative in the market. Within this framework with the line of research towards human development from social management, the following question is considered in relation to the present research: What impact does work stress generate on therapists at Fundación Surcos between 2022-2023? Where the demands of employees, the time they work, the satisfaction they report in the workplace and their efficiency in the assigned tasks are taken as variables, which depend on measurement and which will provide the necessary data for the research, in order to be able to show how the changes that occur at the work level affect the collaborators' mental health.

Based on this, an evaluation is carried out focused on the impact of work stress on therapists at Fundación Surcos, an interest that arises from the results obtained in the psychosocial risk battery, since it presents a high risk factor in the institution, this allows to qualitatively recognize the elements that influence and also the approach of strategies to address this problem.

That is, the characteristics of the study reality are described; in this case the therapists that make up part of Fundación Surcos, the main part object of what it was needed to be investigated.

Instrument

The Bocanument Psychosocial Risk Classification Survey, modified by L.G. Bocanument (2003), was used as a measurement instrument. It consists of participant identification data such as age, position and education. It is divided into 5 areas: area 1 refers to the content of the task, that is, the items that evaluate the diversity involved in the tasks that must be performed; area 2 emphasizes human relations, measuring the ability of subjects to interact with their subordinates, bosses and coworkers. Area 3 corresponds to the organization of work time, establishing the time dedicated to the activities of the position; area 4 refers to personal management, in which it evaluates the resources that the company provides to increase the knowledge of the worker and the treatment that is given by the supervisors; finally area 5 is related to the physical and psychological alterations associated with stressful situations related to work.

This questionnaire has 85 items. As for the response options, this instrument has four modalities: almost never, with a value of 4 points, sometimes 3 points, most of the time 2 points and almost always 1 point. This score is assigned to the items that represent well-being. On the other hand, there are items that

do not represent well-being for which the score is inverse, being almost never 1 point, sometimes 2 points, most of the time 3 points and almost always 4 points.

Taking into account the assigned scores, a percentage is obtained by area, to determine the degree of low, mid or high risk in relation to work stress.

Procedure

The process by which this research was developed is:

It was established an initial contact with the Surcos therapists in order to socialize the objectives of the research. After, this, informed consents were delivered. In addition to this, prior authorization was requested from the institution's directors to develop the application of the instrument. Individual applications were made with a time allocation of between 30 and 40 minutes. Finally, the review, analysis and interpretation of the collected data based on the theory were carried out.

RESULTS

Taking into account the assigned scores, a percentage is obtained in each area to determine the degree of low, medium or high risk in relation to work stress.

To present the information collected through the surveys, the data tabulation table proposed by Lopez, J and Col. (2022) is used, which is made up of the following information:

Question: survey question number

1,2,3,4: rating scale of the survey responses.

N°: number of people who rated the column with their own value.

%: percentage of the total of sample interviewed who respond in the same way according to the rating scale.

FP: Protection factor, positive indicator or organization strength. (All responses on the 1 and 2 rating scales of the survey are considered

FR: Risk factor, negative indicator or organization weakness (All responses on the 3 and 4 rating scales of the survey are considered

FI: Intervention factor for both the FP and the FR, to calculate and interpret this FI, it is assumed that 50% is the cut-off point for all cases, that is, any factor that accumulates 50% or more is FR and must be intervened. According to the results obtained, we determined that the FP (protection factors) are identified in an ascending manner, that is, between 60% and 100% are the percentages that most benefit the population, meaning that the results with 60% are the most unfavorable.

Table 1. *Tabulation of data obtained with the application of the Bocanument survey at Fundación Surcos*

Question	No	1		2		3		4		FP		FR		PI	
		No	%	No	%	No	%	No	%	No	%	No	%	FP	FR
1	8	36%	9	41%	4	18%	1	5%	17	77%	5	23%	2		
2	7	32%	13	59%	2	9%		0%	20	91%	2	9%	4		
3	5	23%	15	68%	2	9%		0%	20	91%	2	9%	4		
4	10	45%	12	55%		0%		0%	22	100%	0	0%	5		
5	10	45%	12	55%		0%		0%	22	100%	0	0%	5		
6	3	14%	16	73%	3	14%		0%	19	86%	3	14%	3		
7	2	9%	4	18%	12	55%	4	18%	6	27%	16	73%		4	
8	8	36%	13	59%	1	5%		0%	21	95%	1	5%	4		
9	11	50%	11	50%		0%		0%	22	100%	0	0%	5		
10	13	59%	5	23%	2	9%	2	9%	18	82%	4	18%	3		
11	5	23%	13	59%	4	18%		0%	18	82%	4	18%	3		
12	4	18%	7	32%	10	45%	1	5%	11	50%	11	50%			
13	8	36%	9	41%	5	23%		0%	17	77%	5	23%	2		
14	5	23%	7	32%	4	18%	6	27%	12	55%	10	45%			
15	15	68%	6	27%	1	5%		0%	21	95%	1	5%	4		
16	14	64%	3	14%	3	14%	2	9%	17	77%	5	23%	2		
17	19	86%	2	9%	1	5%		0%	21	95%	1	5%	4		
18	1	5%	1	5%	7	32%	13	59%	2	9%	20	91%		2	
19		0%	2	9%	17	77%	3	14%	2	9%	20	91%		2	
20	21	95%	1	5%		0%		0%	22	100%	0	0%	5		
21	8	36%	3	14%	10	45%	1	5%	11	50%	11	50%			
22	2	9%	12	55%	5	23%	3	14%	14	64%	8	36%	1		

Question	No	1 %	No	2 %	No	3 %	No	4 %	FP		No	FR %	PI	
									No	%			FP	R
23	14	64%	4	18%	4	18%		0%	18	82%	4	18%	3	
24	13	59%	5	23%	4	18%		0%	18	82%	4	18%	3	
25	8	36%	9	41%	5	23%		0%	17	77%	5	23%	2	
26	11	50%	5	23%	6	27%		0%	16	73%	6	27%	2	
27	5	23%	9	41%	7	32%	1	5%	14	64%	8	36%	1	
28	10	45%	6	27%	6	27%		0%	16	73%	6	27%	2	
29	8	36%	8	36%	4	18%	2	9%	16	73%	6	27%	2	
30	2	9%	1	5%	5	23%	14	64%	3	14%	19	86%		3
31	2	9%	5	23%	8	36%	7	32%	7	32%	15	68%		5
32	5	23%	7	32%	10	45%		0%	12	55%	10	45%		
33	4	18%	8	36%	9	41%	1	5%	12	55%	10	45%		
34	6	27%	7	32%	9	41%		0%	13	59%	9	41%		
35		0%	1	5%	2	9%	19	86%	1	5%	21	95%		2
36		0%		0%	1	5%	21	95%	0	0%	22	100%		1
37		0%		0%	1	5%	21	95%	0	0%	22	100%		1
38		0%		0%	1	5%	21	95%	0	0%	22	100%		1
39	4	18%	7	32%	11	50%		0%	11	50%	11	50%		
40		0%	1	5%	3	14%	18	82%	1	5%	21	95%		2
41	13	59%	6	27%	3	14%		0%	19	86%	3	14%	3	
42	16	73%	2	9%	2	9%	2	9%	18	82%	4	18%	3	
43	3	14%	2	9%	8	36%	9	41%	5	23%	17	77%		4
44	7	32%	10	45%	5	23%		0%	17	77%	5	23%	2	
45	11	50%	7	32%	2	9%	2	9%	18	82%	4	18%	3	
46	7	32%	7	32%	5	23%	3	14%	14	64%	8	36%	1	

The data presented previously in the tabulation table describe the results obtained in the application of the survey to the sample of 22 therapists of Fundacion Surcos, based on which the analysis is as follows:

Area 1 Task content: Between questions 1 and 7, on average, 82% of the interviewed believed that the company's protection factor was within 4,73% of the sample indicated that they did not have enough working hours to complete their tasks.

Area 2 Human relations: comprises questions 8 to 13, an average of 81% of therapists identify the items as protective factors of Fundacion Surcos, highlighting the possibility that participants show to speak with their bosses and the friendly and outgoing treatment they receive from them.

Area 3 Organization of work time: Addresses questions 15 to 22, 62% of therapists report that the work day is not long, overtime or night shifts are not done, however, the time available for their work is not enough to complete their tasks, rest times are limited, this being a risk factor with a priority in range 2 of approach.

Area 4 Personnel management: Refers to results from question 23 to question 46, showing that 50% of the sample reports that the personal management of Fundacion Surcos is one of the psychosocial factors that generates the greatest incidence, for which reason work stress could be attributed to it, according to the degree of danger it requires urgent attention.

Figure 1. *Degree of overall danger*



Note: Own elaboration

Figure 1 represents the degree of overall danger, in which 18% of therapists report a medium level regarding their perception of work stress, while 82% are located at a medium level. Based on this, a detailed review of each area evaluated through the survey is carried out, in order to identify risk factors.

By carrying out an analysis of each of the areas and making a comparison between them, it is found that one of the psychosocial factors to be analyzed is personnel management, while the highest percentage corresponds to 82%, concerning the area of

task content with the highest percentage of 100%, human relations 100%, organization of work time with 100%. In general, it is clear that the level of dissatisfaction among therapists is low, in contrast to the psychosocial risk battery carried out in 2022. Additionally, the results obtained allow us to more clearly identify aspects that become relevant and, according to their degree of danger, guide the approach, highlighting those extra-work elements that contribute to the quality of life of collaborators, such as recreation programs for the family, aid or subsidies for housing and education, and health days for the family.

Figure 2. *Overall degree of morbidity felt*



Note: Own elaboration

Figure 2 shows that 9% of therapists report conditions at a medium level in respect to the morbidity felt, with cognitive manifestations being the most affected by stress, on the other hand, 91% of therapists report conditions at a low level, showing that the strategies developed by the institution have been favorable.

DISCUSSION

In general, the results indicate that the majority of the therapists evaluated present a mid-risk at the level of work stress, those results coincide with what was found by Julio, A & Col (2022) in their research carried out regarding the level of work stress and psychosocial risk factors in workers of a

foundation for children with disabilities in which the majority of workers presented a mid-risk in the same category.

In addition to this, in area 4 corresponding to personnel management, the majority of therapists present a mid-high risk, specifically in the dimensions of the amount of work in relation to the time available to do it. In this case, Espinosa and Romero (2002) consider that overload is one of the stressors that affect healthcare personnel in general. Organizations demand that tasks be completed in less time, and this is reflected in an increase in work tasks, which leads to less resting time. Regarding the dimension related to the employee benefit plan, which integrates health, education and housing, mainly in plans for housing loans or other types of help related to housing, recreation for the family in addition to those of the compensation funds, health services for the family in addition to those offered by the EPS, aid for the education of the family or other types of help in this regard, it is evident as a high risk factor, being this a factor that affects the motivational level and the perception of the company's support network towards the worker.

For the Psychosocial Risk Factors - Morbidity felt with "Physiological", "Cognitive", "Emotional" and "Behavioral" reactions, they are found in a "low" degree of danger.

When investigating the perception of employees, it must be taken into account that

the evaluation process has effects on sensitive aspects that affect the organization, such as employee motivation, their expectations, possible fears, collective or individual resistance, management style and policies established by leaders.

According to Buitrago, L (2021), in order to carry out a timely intervention, it is necessary to approach it from a collective perspective because workers assume an identity according to the culture of their organization that generates a similar interpretation of the sources of stress within the work context.

For its part, the ILO (2012) in its SOLVE methodology on work stress management, proposes that organizations develop Social Support activities that take into account: a) Allow social contact between workers; b) Maintain a workplace free of physical and psychological violence; c) Ensure supportive relationships between supervisors and workers; d) That supervisors assume responsibility for their collaborators; e) That there is an appropriate level of social interaction; f) That workers can discuss any work-family conflict; g) Highlight the positive and useful aspects of work.

CONCLUSIONS

From a theoretical point of view, it is evident the importance of identifying psychosocial risks to make room for collaborators within organizations and also to

recommend strategies that are initially oriented to the prevention and care of mental health, showing the human being as an integral organism built from the different systems in which he interacts and on which his way of linking to them depends.

Applying the Bocanument Psychosocial Risk Classification Survey at Fundación Surcos, has allowed to clarify the areas of importance to promote, prevent and intervene oriented to maintain the positive levels detected and identify the opportunities for improvement considering the low levels detected in some dimensions and domains of the risks that affect work stress, the clarity of the information allows to involve and achieve greater commitment on the part of the management, coordination and all collaborators in general, to guide the intervention plan to positively impact psychosocial risks, allowing the strengthening and satisfaction of all parties.

It is important to highlight that the study was based on the result obtained in the psychosocial risk battery applied in 2022, in which work stress was evidenced as a high risk, in contrast to the results obtained in the psychosocial risk survey in which a global degree of danger is evident in 82% with a mid-risk, alluding to mitigation to the activities developed based on the needs mentioned by the therapists, however, it is necessary to establish an approach plan that is maintained in the company and is complemented according to the changes that

arise at the social, cultural and institutional level.

As recommendations on the implementation of social support, six different ways of offering social support at work can be pointed out (Pines, 1983; Pines and Aronson, 1988; Pines et al., 2002): 1) Listen actively, without giving advice or judging; 2) Provide expert support that provides feedback; 3) Create thoughts of challenge, creativity and involvement in work; 4) Offer emotional support; 5) Give challenging support, which makes the subject reflect on whether he or she has tried all possible solutions; 6) Participate in the subject's social reality, knowing his or her beliefs, self-concept, self-efficacy and self-esteem.

Establishing a program aimed at addressing work stress that includes the different predisposing factors allows for long-term support of risk factors as well as protective factors, for the new work trends, which contributes to stabilizing the dynamics of the company such as staff turnover, collective discomfort and aimed at being a complement within the systems that make up the human being.

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