

# Occupational Stress As A Conditioning Factor Of Occupational Risks

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## Abstract

Work stress is a recurring theme in different organizational environments. These work environments have constant changes in which different factors are present that may require stressors for the collaborators of an organization. Given this, the human being must make great efforts, so as not to feel overwhelmed and unmotivated in the face of these unfavorable situations. However, in this context, this research seeks to analyze the incidence of work stress as a condition for occupational risks. To this end, a documentary-type investigation was carried out, since it is based on a critical review of the state of knowledge and with a bibliographic structure based on an in-depth breakdown of the documentation collected to be able to analytically study the object of study. This research allows us to conclude that it is important to avoid, to a great extent, occupational risks, which can lead to stressful situations among the employees of any organization, thus allowing workers to feel security and well-being, as well as a greater commitment to the business.

**Keywords:** Work stress, risk factors, business, occupation.

## 1. Introduction

In the workplace, work has been a topic that has been investigated in many ways and from various approaches, and the one that stands out the most is the topic of occupational health, because without a doubt, work can satisfy the needs of both personal and social, but it also brings with it physical, emotional, and psychological health problems. According to Fernández (2012), since the industrial revolution of the 19th century, work has undergone several transformations and different activities, highlighting that one of them was technological change, where labor was replaced by machines, also factories and the division of labor appeared. However, before this industrial revolution, there was no concept of salary, much less job satisfaction, work was considered part of daily life and did not seek any other utility than to generate wealth for some and nullify the human being for the other. After the emergence of the industrial revolution, economic, political, social, but above all

technological changes were generated and with the emergence of factories, work began to be recognized and slaves were recognized as workers and were assigned a salary.

For Benavides, et al. (2000) it is well known that the work has certain elements that can be seen as incongruous, on the one hand, it can make individuals reach excellence, be successful, overcome quickly, but on the other hand it can generate a great problem of health that can be physical or psychological. For his part, Veine (1990) points out that, in the past, the employee who lived from his work was considered negligible and therefore his health was not something of importance for those who hired him.

Likewise, Judt (2010) states that thanks to the appearance of unions, the protection of human rights and the modernism of labor production, the perspective of the workplace has changed radically since the harsh treatment of workers has decreased. that they were often inhumane and that working conditions have substantially improved in terms of the physical aspects of work, such as, for example, the hours are not long, physical overload is no longer required, workers are not subjected to temperatures that are impossible to bear, noise, environmental and hygiene conditions also improved (EWCS 2007).

With these modifications, thanks to the Occupational Risk Prevention Law, it has been possible to reduce morbidity and accidents in the workplace. As for diseases caused by work and occupational accidents, they were also substantially controlled, and their occurrence has decreased. In addition to this, the change that has been most noticed is in terms of the concept of occupational health, since it ceases to be an individual problem of the worker to become a social and business problem and, above all, it becomes a right of the employee.

It can be said that the most frequent well-being problem at work comes from physical, chemical, and environmental factors, which mainly cause the deterioration of health in the workplace. In this sense, Bernabeuet et al. (2000) points out that European organizations, and global organizations in general, have focused primarily on these factors through more appropriate legislation to achieve prevention and control these risks, therefore, the first legislation that was made focused on in work accidents.

Taking into consideration the above, the mission of organizations worldwide is to create and maintain policies to direct them towards the achievement of an adequate environment, in which people can carry out functions that lead to the achievement of goals. with the pre-established objectives, through the interaction and behavior of all the people who work in it. For this reason, organizations seek excellence in an environment that facilitates the relationship of their activities in such a way that it is effectively possible, to reduce costs, increase the efficiency of their workers, obtain better benefits, achieve the productivity

required by modern management and interact within the globalization schemes of the new millennium.

In this sense, Chiavenato (2012) highlights that the nature of man is to be a social entity, since he likes to interact with other people who are in society in a unique way in different social groups, his environment is characterized by being complex. The attitudes of each individual have to do with the learning or knowledge that he has been able to obtain during his life in response to external stimulation of his social context where he develops internal tasks, caused by the thoughts of each person, for this reason, work stress it is a conditioning factor for social and professional development that can be manifested during the execution of tasks, thereby generating a great challenge for their work.

On the other hand, companies need people, because they do not work by themselves, they depend on qualified personnel to direct them, control them and, in addition, to make them operate and function at the same time. Thus, an organization is composed of a group of people, who depend at the same time, on the cooperation of each one of them to achieve individual goals and those of the organization, these goals are fundamental for the development and effective functioning of organizations. companies, therefore, it is vitally important that employees have a sense of belonging to their workplace, with the tasks they must perform and, without a doubt, with their work team, thus achieving the fulfillment of their working hours effectively.

Now, occupational risks have always been present in any company, organization, or institution, these have changed over the years. In its very concept, it represents an achievement, since previously it was meaningless since the worker did not have labor rights. For him, work meant his life, it was his obligation to fulfill it, so he was only kept working, and if for any reason he suffered accident, whether minor or serious, it was his responsibility. The objective was simply to have the best results in the short term, without considering the cost of it, even if it were a human cost. Therefore, the occupational risk to health, has its appearance as a concept from the recognition of the right that every worker must have to their physical and psychological integrity.

Álvarez (2011) refers that all those variables or characteristics that can represent a probability of suffering a risk can be considered as a risk factor. In this sense, it is necessary to evaluate them, to take corrective measures and controls that contribute to safeguarding what represents the integrity of the individual or worker, the assets of the company and obviously compliance with the laws of environment, hygiene and security in which the organization operates.

On the other hand, the concept of psychosocial factors in the workplace has also appeared

recently. It was in 1984 when the subject began to be discussed in a document released by the International Labor Organization (ILO-1984) and it was at that time that the importance of the effects in the field began to be insisted on. where it is highlighted, that psychosocial factors are complex because they have to do with the perceptions that the worker has and encompass a series of aspects within the workplace. In addition, it brings the psychosocial risk factors that Benavides, et al. (2002) have to do with the conditions within the company, specifically when there is a probability that some mishap will occur that alters the health of the worker, that is, when they can trigger some physical problem or work stress in the employee.

In this sense, the World Health Organization (WHO-2014), points out that work stress could be considered one of the aspects that cause more health problems in employees within organizations, thereby generating poor performance. labor. In addition, stress is a trigger for physical problems such as headaches, hypertension, muscle tension, emotional problems such as mood swings, irritability, disorientation, among others.

With the above approach, it can be said that stress can be considered as one of the illnesses that has most affected employees in Latin America and Europe in this century, all of which is the product of the transformations that globalization brings with it, which, without a doubt, has led organizations to seek ways to become more competitive. For this reason, it is essential that prevention measures be adopted to reduce the costs that affect the economic and social resources of workers.

## **2. Work Stress**

According to De Camargo (2004), he states that when stress is spoken of, the term refers to some nervous, emotional manifestation, the product of some unusual or unexpected response, or as a person-environment cognitive transaction. It is important to note that in various studies conducted on stress, a large part of the population suffers from this problem, apparently it is caused by the use or influence of technology in the place where they work or, failing that, by social or environmental changes that are difficult to overcome or get used to this way of life.

For their part, Dolan, García and Diez (2010) state that, although Hans Selye introduced the term stress more than sixty years ago, most people still know it. Before that, people thought that it was a non-specific response to any need, which meant the interaction between the organism and the environment (the other organism or the environment), its development environment.

Likewise, Cruz and Vargas (1998) point out that it is certain that any physical, psychological, external, or internal demand, good or bad, will provoke the same and stereotyped biological

response of the organism. It can also be said that whether they are physical, psychological, external, or internal needs, good or bad, they will provoke the same and stereotyped biological response of the organism. This response leads to hormonal changes, which can be quantified by laboratory data and the changes caused by these hormonal secretions in the individual.

When stress occurs in an individual, Labrador (1992) points out, it is because he is responding to internal and/or external elements that overwhelm him. These elements are called stressors, which are what generate stress in the person. As anything can be considered a stressor, it is difficult to generate a list containing all existing stressors. However, Brunet (1987) states that there are certain external conditions that can become stressors more than others.

If these authors are contrasted, the coincidences are evident when they refer that work stress is related to certain events that occur when they are in situations that imply strong demands for the individual, which can exhaust all coping resources and respond with a reaction, given the demands that the medium makes on him daily.

### **3. Cognitive Functions of Work Stress**

In relation to this dimension, Sandi (2012) refers that stress modulates the cognitive capacity of the individual, especially when it is experienced as acute or chronic. Stress may be capable of affecting cognitive capacity in various ways, but it will depend on the combination of factors linked, both with the stress itself and with the cognitive capacity at stake. Among the factors that define the cognitive effects in the individual is the intensity and its duration.

Additionally, Enciso (2004) cites Huxley to explain that how data originating in the environment is organized and interpreted falls on "perception", this being the representation in the individual's consciousness of what surrounds him, closely related to the "sensation", which in turn comprises the starting point of knowledge. Such factors are arranged as interconnected sequences so that their set is called "sensoperception", understood as the conversation through sensory channels in which internal processes and external stimuli that influence the individual participate. The faculties that contribute to this exchange are none other than the cognitive functions, which are described below:

#### **a) Concentration and attention**

For Naranjo (2009), lack of concentration is nothing more than a disturbance in attention span that can prevent daily activities such as: reading, watching television, studying, among others. When you suffer from anxiety and it goes from high to chronic, you can lose concentration and attention. In the workplace, when a worker experiences mental difficulties generated by a high level of anxiety, they will have difficulty maintaining concentration on

an assigned task and easily lose attention.

#### **b) Memory**

According to Wilson and Keil (2002), memory is the mental process that stores learning and at the same time makes its subsequent recovery possible. This is how the experiences gained nourish the knowledge stored. In short, memory is the ability to store, classify and access information.

#### **c) Immediate reactions**

Izquierdo Botica (2021), in his research, indicates that there are a series of immediate reactions to stress, among which are: a) "Physiological reactions: increased heart rate, blood pressure and muscle tension, sweating, increased production and secretion of adrenaline, and shallow breathing more frequently"; likewise, b) "Emotional reactions: fear, irritability, depressed mood, anxiety, anger and decreased motivation"; in addition to c) "Cognitive reactions: decreased attention, reduced field of perception, forgetfulness, less effective thoughts, reduced ability to solve problems and learning"; and finally, d) "Behavioral reactions: decreased productivity, increased consumption of cigarettes, drugs and alcohol, making mistakes".

#### **d) Mistakes**

According to the American Psychological Association (APA-2010), when you live with a lot of stress, you tend to make mistakes related to life habits and behavior, such as overeating. Given this, it is indicated that according to studies carried out by the APA (2010), 27% of adults affirm that they eat food only to manage said emotion.

#### **e) Current evaluation and future project**

According to Naranjo (2009), it is the way that an organization must measure the fulfillment of the objectives and the capacity to achieve them. In a stressful situation in the workplace, the mind of an employee affected by stress is unable to make accurate assessments of current situations and will not be able to make the correct assessment in the future either. In the same way, the author expresses that, in this situation, the employee is not able to cognitively analyze a present event with the necessary precision and, therefore, is not able to predict its trajectory in the future.

#### **f) Logic and organization**

Dummett, cited by Ramírez (2020), points out that the cognitive philosophy of logic allows symbolic formality to be combined with the cognitive psychology of reasoning. Given the above, it can be pointed out that in this way the subjects can logically organize each of the tasks and functions within the organizations.

#### **4. Effects of Work Stress**

It is interesting to note that the World Health Organization (WHO-2017) determines that the main causes of work stress in organizations are exhausting working hours, the pace of work, the nature of the position (repetitive or boring tasks), intervention of the worker in making decisions and responsibilities of control or authority. It also asserts "when the individual is under stress it is difficult for him to maintain a healthy balance between work life and professional life", which makes him prone to incur in counterproductive habits or practices for his health such as alcohol dependence, smoking addiction, or excessive food intake. In the same way, the WHO (2017) lists anguish and irritability, heart disease, inability to concentrate, digestive disorders, headaches, low back pain, increased stress as possible consequences of work stress in workers. blood pressure, difficulty concentrating, difficulty making decisions, low logical reasoning, constant tiredness, depression, and restlessness, among other conditions. Considering the aforementioned, stress can be:

##### **a. Psychological stress**

The author Melgosa (1995) points out that this stress describes what an individual feels when they present mental, physical, or emotional pressure. However, although it is common to have a certain degree of psychological stress at times, people who experience high levels of this type of stress very frequently and for a long time, may experience health problems. This means that when a person feels that they are in a very complicated, unwanted, emotionally trapped, overwhelmed situation and that this state is continuous and for prolonged periods, it is what leads to generating unhealthy stress, affecting the individual psychologically. The symptoms can be: constant worry, inability to concentrate and make adequate decisions, mental confusion, obsessive thoughts, constant self-criticism, forgetfulness, excessive worry about the future, among others.

##### **b. Physical stress**

In this aspect, it is important to present what was expressed by Suárez (2013), who indicates that when in the presence of a threat or danger, our body prepares to give two quick responses, fight or flee. It is also pointed out that the autonomic nervous system is involved in any of these responses, which is responsible for maintaining involuntary organic functions, such as breathing, correctly. This, in turn, is divided into the sympathetic nervous system and the parasympathetic nervous system.

It should be noted that the human body releases hormones when it is in a stress situation, which makes the brain stay alert causing the muscles to tense and the pulse to increase. This type of stress can be good if its duration is short because it helps the person to optimally manage the situations that generate stress. It is the body's defense mechanism against these tense situations, however, in prolonged times it can cause the following symptoms:

Headaches, Diarrhea or constipation, excessive tiredness, decay, rigid jaw, tense muscles, insomnia or drowsiness, low defenses, high blood pressure, acne, weight variation, among other symptoms that may occur.

### **c. Emotional stress**

For the authors Ellis and Abrahams (1980), emotional stress appears when some negative event occurs that exceeds a person's emotional capacity, or it may appear due to the accumulation of small situations or simply because the individual has a personality that predisposes him to feel stress. People who suffer from it are usually individuals who demand a lot of themselves, with low self-esteem and the need to try to control everything that happens around them, which means that they are always on the alert for what is happening around them.

Stress activates a person's senses and being in that state can uncover a series of emotional reactions that are detrimental to the individual's mental health, such as: anxiety or anger, but when that stress is prolonged over time all the anxiety generated becomes sadness or worse, depression. The symptoms of emotional stress are: Inability to face everyday situations, sudden mood swings, demotivation, panic attack, depression, among others.

## **5. Risk Factors**

Before beginning the development of the point, it is interesting to note that occupational risk, according to Cabaleiro (2010, p. 15), is "any possibility that a worker suffers a certain damage to his health, as a consequence of the work carried out". When this possibility materializes in the immediate future and involves serious damage to the health of workers, we speak of a serious and imminent risk. The materialization of occupational risk can lead to damage to the worker's health, which can manifest itself through illness, pathology, or injury.

Creus (2006) argues that occupational hazards are linked to a host of illnesses and accidents that could occur in the workplace or because of it. This means that the word risk shows the possibility of an event occurring.

It should be noted that risk factors in the workplace will be considered as stressors related to the content of the task, such as: workload, mental fatigue and mental load; Likewise, it is indicated that the psychosocial risk factors are those that will be considered as stressors related to the organization: Personal relationships, Role ambiguity, Role conflict, Work overload, Duration and distribution of the working day and Social support at work. It is also noted that they are described below.

## **6. Occupational Risk Factors**

For Fernández (2008, p. 22), Risks "are the circumstances that can cause or lead to material or human damage." However, for his part Cabaleiro (2010, p. 22), indicates that the term Occupational Risk, "is the possibility that a worker suffers an accident as a result of his work. Any activity, no matter how simple, is a source of risk".

A theoretical contribution on the definition of risk is presented by Henao (2014, p. 4), which mentions risk as the "probability of occurrence of an event with negative characteristics". Given this, Díaz (2015) states the following: "occupational risks include all the activities that people carry out within the work environment, whether physical or intellectual, derived from a relationship that exists between the person, the work and the environment in which it is carried out. and this can lead to damage: physical, mechanical, ergonomic, biological, chemical and psychosocial."

Occupational risk factors include events at work that have a high risk of seriously affecting the health of workers, whether physical, social or mental. Occupational psychosocial risks, in turn, are circumstances that constantly and significantly and severely harm health.

### **a) Workload**

According to the Interactive Training Advanced Computer Applications (ITACA 2006), the workload is an accumulation of physical and psychological loads in the workplace that influence the individual in the performance of their work. On the other hand, Santibañez and Sánchez (2007) point out that over time the physical demand decreased, instead, the work demands increased, and these can vary according to certain factors such as age, sex, level of training, shifts, environment and work hours. It is essential to point out in this aspect that the factors that are linked to physical demands may be different from one employee to another, since this will depend on the work experience, the skills that have been acquired or because of the individual differences that each person has.

According to the previous approach, it can be said then that the workload includes an effort that can be of a physical or mental nature that the individual exerts, in which an employee must submit for a certain time and that is directly related to performance at work, therefore, this is considered an occupational risk factor.

### **b) Mental fatigue**

Fatigue can occur when the effort to maintain attention on an activity is constant or when the required activity exceeds the employee's capacity or is far below it and is also constant over time. The INSL (2020) points out that the most direct consequence of workload is fatigue. Given this, the INSL (2020, p. 6-7) exposes the definition of fatigue as, "the decrease in the

physical and mental capacity of an individual, after having performed a job for a certain period of time".

In this sense, it is important to highlight that mental fatigue and mental workload are part of the work environment and are consequently generated in the workload, however, as it is reversible with adequate rest, it does not generate any difficulty in the employee, but it is necessary, to avoid this mental fatigue, to make an objective analysis of the activities that the employees carry out in the company.

### **c) Mind Load**

Regarding mental workload, Rubio, Martín and Díaz (1995) point out that these have to do with the amount of information that the employee must know for their job performance and the time available to execute them. This means that the work demands, in addition to other factors that the employee may have inside or outside the company, are determining conditions in the workload, both mental and physical (discapacidadprl.org, 2015). Within the same context, Llaneza (2002) states that a great amount of mental effort is needed to achieve the proposed goals, and to achieve this, a state of concentration and attention is required on the part of the employee.

From these perspectives, some of the factors associated or linked to mental workload are time, quantity, and difficulty in receiving information and, without a doubt, individual differences between workers. Also, a mental load occurs when added to the amount of task to be performed, the difficulty that the work may have for its execution and that the employee does not have the knowledge or ability to perform the activity.

## **7. Psychosocial risk factors**

Psychosocial factors are part of the contexts within the workplace, in that sense Bilbao, Daza, Nogareda and Figuera (2006) define it as the conditions that are present in a work setting and that are closely linked to the company, the content of the work and the execution of the task and can affect in one way or another the physical, psychological and social well-being or health of the employee and can also affect work development.

According to the European Agency for Health and Safety at Work (OSHA-2000), a risk factor of psychosocial origin is understood as any aspect of the conception, organization, and management of work, as well as its social and environmental context that has the potentiality of causing physical, social or psychological damage to workers, in what is evident as in the working conditions, has a significant impact on the worker's health. It is important to be clear that psychosocial risk factors are triggered by psychosocial factors that are constantly exposed in the workplace, before which the actor Jackson (1986) states that they can be

difficult to manage depending on the conditions that arise and the frequency with which they occur, such as, for example, role conflict, difficulty performing tasks, among others, thus affecting the employee's health.

**a) Personal relationships**

In this section Lera (2003), defines personal relationships as essential for individuals to develop in their personal fullness. To begin with, human beings perceive the collective stimuli received through their environment, having as a starting point the interaction with parents and caregivers, who constitute the first examples that are instinctively taken as a reference; a posteriori the referential field expands, and other congeners, homologues and media enter the channels of perception. However, perception does not necessarily imply learning, but rather the values that are perceived are experienced and based on these experiences, each person will ultimately assimilate some methods or others, a system of principles or others, as their own.

**b) Role ambiguity**

The role is nothing more than the behavior and the task to be performed by the employee within an organization. The authors García Izquierdo, et al. (1993) point out that one way of conceptualizing organizations comes from role theory, in the sense that they are a structure of roles. On the other hand, Kahn, et al. (1964), cited by theorists Garcia Izquierdo, et al. (1993), state that organizations are systems of mutual social coercion where the activities of any member are determined by the demands and expectations of other members of their role set.

**c) Role conflict**

At this point, the theoretician Surdez Pérez, et al. (2015), highlights the Etiology of role conflict, pointing out that since 1950 a significant body of literature and research on role conflict has been constituted, framed in organizational behavior studies; this theoretical body considers two causes of this phenomenon: aspects of the organizational context and individual characteristics. Starting from this point of view, it can be said that every worker seeks to carry out their work in accordance with their value system, but when these are not achieved, certain conflicts and tensions can be generated in people and when trying to endure them, they will bring I take an emotional toll from having to suppress their beliefs and values.

**d) Work overload**

Work overload is understood when the amount, duration, or difficulty of the task to be executed exceeds the employee's capacity, generating a conflict for the employee. Within this section, Arcos Jaramillo (2017) makes the following recount: "the need for the increase in the production levels of the industry began to generate an intensification of work, which

became evident after the industrial revolution. Thus, in 1886 in the city of Chicago, strikes were held to improve working conditions, one of the main slogans of this strike being to reduce working hours to 8 hours a day".

Considering this implication, it is essential to substantially improve the excess workload by reducing the magnitude of the trade and increasing the number of jobs available. According to the above definitions, work overload occurs when additional activities are excessively assigned to the employee in a disproportionate and continuous manner, far from stimulating the worker, which causes a possible psychosocial risk that will affect the health and well-being of the employee.

#### **e) Duration and Distribution of the working day**

Del Prado (2019) points out that when the duration of working hours is very long, it generates physical and mental deterioration, and this will prevent the worker from facing situations that may be stressful for him. Likewise, Robbins and Judge (2009) point out that when there is no clear distribution and duration in terms of the working day, where breaks are not respected, there is no shift management and the work schedule is long, they can cause wear in the and generate stressful situations within their work, family, and social environment.

#### **f) Social support at work**

For Gil Monte (2014, p. 532) the function of social support has to do with "... the information that allows people to believe that: a) others care about them and love them, b) they are esteemed and valued, and c) belong to a network of communication and mutual obligations". For his part, Corrales (2015), is the reciprocal support that the worker of an organization expects from his employers, his work team, other employees, managers, and directors. This is where communication plays an important role, because through it you can express the achievements and inconveniences that may arise.

### **8. Methodology**

This work can be classified as a documentary, since it is based on a critical analysis of the knowledge regarding the methods used by the management in order to integrate the community and the school, based on what was exposed by the Libertador Experimental Pedagogical University (2011), which states: "Documentary Research is understood as the study of problems with the purpose of broadening and deepening the knowledge of their nature, with support, mainly, in previous works, information and data disclosed by printed, audiovisual or electronic media." (p.20).

For this purpose, a bibliographic design was used as support based on an in-depth analysis

of the documentation collected to study in detail the phenomenon related to the methods used by the management for school-community integration. In this order of ideas, Balestrini (2006) states: "In bibliographic designs, the data is obtained from the application of documentary techniques, in the reports of other investigations where these data were collected, and/or through the various documentary sources". As a summary, the main most cited theories regarding work stress and risk factors are presented:

**Table 1: Most cited documents in the occupational stress variable**

Study Variable: <b>Work stress</b>				
<b>Article title</b>	<b>Year</b>	<b>Authors</b>	<b>Related Results</b>	<b>Research Contributions</b>
The psychological impact of the COVID-19 outbreaks on health professionals: a cross-sectional study.	2020	Emanuele María Giusti 1 2, Elisa Pedroli 3 4, Guido E D'Aniello , Chiara Stramba Badiale, Giada Pietrabissa , Chiara maná , Marco Stramba Badiale , Giuseppe Riva Gianluca Castelnuovo , Enrico Molinari	Health professionals presented high levels of burnout and psychological symptoms during the COVID-19 emergency. It is necessary to monitor and treat these conditions in a timely manner.	The study was considered as a contribution since in its results it was possible to visualize how the Bournot syndrome negatively influences the professionals of any organization.
Association of Electronic Health Record Use and Design Factors with	2019	Felipe J. Kroth , Nancy Morioka-Douglas , Sharry Veres ,	Although EHR design and use factors are associated with physician stress and burnout,	The study in question was taken as a reference since it shows in its results that there are also other elements that

Physician Stress and Burnout.		Stewart Babbott , Sara Poplau , Tarifas Qeadan , Carolina Parshall 1, Katherine Corrigan , Marca Linzer	other challenges, such as chaotic clinical atmospheres and workload management, further explain the variation in these adverse clinical outcomes.	must be considered, especially the workload, an aspect that is considered pertinent with said investigation.
Dealing with staff burnout and work-related post-traumatic stress in critical care.	2017	Gillian a colville , Jared G. Smith , Joe Brierley , Kim Citron , Noreen M Nguru , Priyanka D. Shaunak , Olivia Tam , Linda Perkins-Porras	The use of coping strategies was consistently associated with symptoms of burnout and work-related post-traumatic stress in this group of intensive care staff, even after controlling for resilience and other factors. More research is needed on how best to promote adaptive coping in these challenging settings.	The background served as a contribution to the investigation because its results showed that stress continues to bring negative consequences to the members of an organization, hence its relationship with the present.

**Table 2: Most cited documents in the variable Risk Factors**

Study: <b>Risk Factors</b>
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<b>Article title</b>	<b>Year</b>	<b>Authors</b>	<b>Related Results</b>	<b>Research Contributions</b>
Symptoms of Post-Traumatic Stress, Anxiety, Depression, Resilience Levels and Burnout in Spanish Health Personnel during the COVID-19 Pandemic.	2020	Lourdes Luceño-Moreno , Beatriz Talavera Velasco , Yolanda García-Albuerne , Jesús Martín-García	High scores in emotional exhaustion and depersonalization are risk factors for mental health, with resilience and personal fulfillment being protective variables. Data is provided to improve preventive measures for occupational health workers.	The study is considered relevant because it alerts the importance of considering risk factors to have good mental and emotional health inside and outside organizations.
The impact of the COVID-19 epidemic on the mental health of college students in New Jersey, a cross-sectional study.	2020	Aleksandar Kecojevic , corey basch , mariana sullivan , Nicole K Davi	The COVID-19 pandemic is having a significant negative impact on the mental health of college students. Proactive efforts are needed to support the mental health and well-being of students.	The study was taken as a contribution because it is visualized in the need for members of an organization to protect themselves against any epidemic or disease that affects their mental health, hence its importance for the study.
Prevalence and risk factors for depression, anxiety, and stress in a cohort of	2018	Shamona Maharaj , ty lías , Sara Lal	Poor mental health in nurses can not only be detrimental to the individual, but can also hamper	The study was taken as a reference for visualizing in the results that poor mental health affects individuals in every

Australian nurses.			professional performance and, in turn, the quality of care provided to the patient.	way, and that it is a priority to take action in this regard. Hence the correspondence with the research that is being developed.
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## 9. CONCLUSIONS

Stress is the physical, psychological, and behavioral response of people trying to adapt and adapt to internal and external pressures. On the other hand, stress is our body's natural automatic response to threatening or challenging situations. In other words, stress can originate when daily situations exceed the capabilities of an individual, thereby generating tension and psychological crises that can be serious.

Stress is a state of alert that can be physical, psychological and/or emotional, that our body activates in response to situations that can be overwhelming for the individual who suffers from it. In any case, stress cannot be seen as something negative, on the contrary, it is necessary, since it is a natural reaction that prepares the human being to take action before the events that are taking place. Likewise, occupational risks occur when a fortuitous, causal, or unsafe event occurs that results in an unfavorable result for employees when they are exposed to any event. For its part, the risk comes to be manifested when there is the occurrence of a loss that can be caused directly or indirectly, that is, it is usually produced by negligence, incompetence, recklessness of the person who carries it out.

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