Incidence Of Sociocultural Variables In The Performance Of Colombian Workers

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Abstract

The concept of quality of work life has been used a lot recently, and even more so during this pandemic, as many talent camps have stepped up their programs to ensure employees balance workload with personal development and desire to work. Understand it in the current circumstances. However, it can be seen how in some sectors of the company, the quality of life is perceived as something alien, since it is mainly related to the management of the company and the way the company operates, that is, to obtain profits independently of working conditions. its advantages [1].

Keywords: Quality, company, employees, labor, conditions

Introduction

At present, work activity is the main contributor to the quality of human life, when it is possible for a person to perform in a job position appropriate to their abilities and occupation, and where the elements of personal growth are identified, their level of growing CVL. The latter also has an objective and subjective component, so its evaluation must take into account the daily life of people in the work environment, taking into account the conditions in which they work, as well as relationships with colleagues and communities. local. The attitudes and values of the employees, as well as the perception of their satisfaction or dissatisfaction are also important here [2].

Likewise, industrial hygiene and environmental protection are key points and will be a sign that it is important to focus on measures to improve working conditions, which can reduce the high financial costs that affect the company's profits, as well as the achievement and maintenance of physical conditions. and mental health. people for the benefit of the organization and well-being in the work environment [3].
In addition, it is known that improving people's working conditions has been successful in reducing risks in companies, and by taking people's behavior into account, safer practices are also achieved, ensuring a better quality of life in the place of work. However, many organizations do not feel obligated to guarantee job stability, commitment, autonomy, security conditions or growth opportunities for the employees themselves, so this is not beneficial for the employee or the organization.

Now, the present theoretical-social research is important because it allows us to analyze that the more satisfied the employee is with the work environment, the better the performance in the organization and therefore generates a greater production for the company [4]. Research shows how organizations that provide quality service can be more effective in recruiting and retaining their key employees. This means that striking the right work-life balance can have a profound effect on one's commitment to the employer; In today's changing environment, where employee loyalty is no longer necessary, it's important to understand how your sense of belonging to the organization affects your perspective.

This means that, in order to retain professionals, organizations must implement strategies that reduce employee turnover intentions, increase worker autonomy, and increase motivation to learn. Experience (human capital) can provide organizations with a sustainable competitive advantage, since the ability to attract and retain talent is essential for better business performance [5].

**Analysis of the information**

There are different ways of thinking about quality of work life (QOL), emphasizing that it is a multifaceted structure that includes different levels within the organization, such as physical characteristics, organizational support, and labor management processes, such as security at work, professional integration, professional development opportunities and participation in decision-making and management; In addition to influencing employee motivation, they also protect and increase employee and workplace satisfaction, leading to their well-being at work [6].

For this reason, over time the term "quality of working life" (QOL) has been assigned different definitions, each one will depend on the approach that the author gives them regarding the general objectives that are had, although No systematization has yet been established for this concept.

According to Nadler and Lawler (1983), after reviewing and studying the definitions of "quality of working life", enunciated during the seventies, the effectiveness of some types of definitions is proposed: The first type tells us that according to the Quality of working life is understood as that personal reaction that one has from the work experience, job satisfaction, work environment
and everything that involves the individual at work. On the other hand, there is the definition that is given from the institutional approach, where a cooperative project is created between employees and their directors with the aim of improving the quality of working life and thus benefiting both workers and the company. [7].

At the same time, there is an opinion that appears as a human organization that is considered as a statement of opinion on the quality of work and the relationship of employees with the organization. Currently, there are still many writers who are interested in a broader topic such as quality of working life (CV), but the search for this voluntary definition continues, because, as Fernández and Jiménez said, CV can mean very different experiences, so the main body and the general theory can be found [8]. It can be noted that the quality of working life is formed in two aspects, the first is in the physical environment that leads to a pleasant space in which one works, with adequate facilities and infrastructure, equipment in good condition and sufficient materials, to perform various functions. On the other hand, there is the human environment, which involves human relationships in which the participation and contributions of each one are valued and that through excellent communication solid work teams are built [9].

The foregoing is considered an important aspect of human nature that includes multiple areas related to physical health, social health, food, relationships and other species, projects and/or goals in the short, medium or long term. All these areas are part of the quality of life dimension [10]. According to Maslow's hierarchy of needs, which explains that each person has different levels of needs and that for this reason what is relevant and important for some is not for others, this is where the questions that company owners, bosses, and leaders of the different organizations can ask themselves: how to satisfy the needs of the employees and keep the company profitable? how to direct personal purposes with the purposes of the organization?, among others that arise as the globalized world demands to keep employees satisfied [11].

So, after everything discussed so far, the question arises: what is needed to have a good quality of working life? Since, despite the fact that aspects to be taken into account have been mentioned so that the fact of working is considered something satisfactory by the employees, the reality is that one must be more specific and have a clearer idea of how to carry out the execution something as simple, but at the same time as complex and important as having a dignified life at work.

Of all the aspects discussed above, some are key to a good quality of working life. As we have seen, a combination of all of these can help employees feel better and more motivated, which is also good for the organization. When employees are satisfied, they are more likely to put in more effort and commitment to get the job done [12].

To achieve a good quality of working life, employers must do hard work and constantly train in order to grow and be able to provide all their workers with the best conditions, among these
aspects are:

**The importance of compensation.** "Show me the money." This line is repeated many times in the film. Jerry Maguire, an American football player, tired of his manager's silence, tries to make him understand that he needs a contract to support his family. Undoubtedly, salary (salary) is an important part of working life. Since then, many of us have heard that "money doesn't make you happy... but it helps." Some studies have found a weak relationship between money and happiness [13], but others have found a positive relationship between money and life satisfaction [14]. It shows that, as is common in society, not everyone has the same opinion of support, but it allows for careful consideration of what may not be important to employees when they see money as a major factor in their value to work. lifetime.

However, this does not mean that just by earning more money you already have a better quality of working life, but it does not mean that it is an important factor, since we are talking about a minimum of economic security that allows basic needs to be met. This is why remuneration is considered the first phase to take into account to carry out a correct execution of the quality of life at work.

**Good safety and well-being conditions at work**

Working in a safe environment is another important indicator of quality of work life. Herzberg considers the physical working environment and occupational safety to be "hygiene factors", these factors refer to the environment in which the work is carried out and the conditions associated with it. The current situation must be perfect because the workplace will not only generate dissatisfaction, but also stress and anxiety among the employees. Poor lighting or heat, a lack of equipment, or dangerous working conditions can significantly reduce the quality of working life [15].

**The importance of developing more every day as a person.** While it is true that one of the basic functions of work is to provide economic resources, the opportunity to develop in the workplace also promotes self-actualization, thinking that as we advance in our careers we can achieve new things and reach new goals. This is why many workers feel that their work "does not progress", the years go by and the tasks remain the same, without changes or greater responsibilities, causing a feeling in people of not developing. According to Maslow's hierarchy of needs, people are motivated to want to continue growing because, in addition to basic needs, there is a desire for recognition and self-realization [16]. Thus presenting behaviors of competition with themselves or with colleagues from the same areas. And it is that an employee who does not have goals that he wishes to achieve is a person lacking in motivation to continue giving his all. As individuals, we constantly find ourselves consciously and unconsciously overcoming ourselves. It is something that is in our nature and that defines us as rational and visionary beings.
However, it is known that working conditions are health and disease factors that workers face; broadly, it is defined as any part of the environment in which an event takes place, including elements of the environment in which the event takes place and the environment of the time in which it takes place. Conditions to reduce risks related to work activities, and thus improve not only the safety and health of workers, but also their quality of life. In this context, working conditions are considered environmental factors: physical, environmental, economic, political, organizational and other factors that create relationships in the labor market [17].

The study of the quality of work life is carried out mainly from two main theoretical and methodological positions: the first is the quality of life at work and the second is the psychological perspective of CVL. Both are different in their goal of improving working life, the conditions of the working environment that are the subject of their investigation, the method of analysis on which they focus, and the quantitative measure of the analysis of working life [18]. In short, although both approaches share the objective of improving the quality of working life, they have different objectives. This is due to the fact that the perspective known as psychological quality of working life fundamentally seeks to achieve the satisfaction, health and well-being of workers, and puts individual interests before organizational ones.

However, the perspective of the quality of life in the work environment takes the opposite position: to achieve as a fundamental principle the highest productivity and efficiency of the organization, without which it would be impossible to satisfy the needs and requirements of each worker [22]. The quality of the environment in the place where we work directly affects the health and well-being of workers, outdoor air pollution is also a problem of important environmental issues that directly affect people's quality of life. Despite government intervention to reduce emissions of key pollutants, this is getting worse over the years. According to studies, this may be the leading cause of premature death in 2050. Pollution in urban centers, often from transportation and burning wood, is associated with a range of health problems, from mild eye irritation to major short-term respiratory problems and symptoms of chronic respiratory diseases such as asthma, which includes others.

Access to clean water is essential for human well-being. Despite significant progress in reducing water pollution in OECD countries, improvements in the quality of drinking water are not always easy. Health is essential for the quality of working life because when workers are not working, it deteriorates, which directly affects their well-being. Life expectancy in most OECD countries has increased significantly in recent decades thanks to improved living conditions, public health interventions, and advances in health care [23].

On the other hand, subjective methods allow you to evaluate perceptions, judgments and opinions about your employees, working conditions and work environment. Which, gathers qualitative or quantitative information on these individual variables, such as satisfaction, motivation, identification and commitment to work and the organization, among others. The
The most common methods used in this approach are observation, interviews, and in particular, surveys [24].

It should be taken into account that workers with disabilities also perceive psychosocial risks (stress, burnout) and that is why the resources implemented by the company as social and inclusive support are so important, since employers must guarantee 100% the integrity of all their workers [25]. Many companies do not take these factors into account, and their integrity is affected in the long term when they expect to achieve economic benefits and public acceptance, this due to the fact that the quality of the product and/or service they offer it is not at the expected level since not even its own employees are comfortable doing their jobs. Burnout syndrome affects the quality of working life, because the syndrome affects all areas of life; family, work, relationships and more. They found that these employees were more likely to quit and had higher turnover rates, and that depersonalization was the burnout factor that most strongly explained this intention to leave [26].

Workers express dissatisfaction for having to take work home, which makes it impossible for them to rest, share with the family and do their housework, preventing them from achieving a balance between their work life and free time [27]. And this is why many people see work as a duty from which they cannot escape, not even to be with their loved ones, provoking a stark and sad comparison with those who pay for their years in a penitentiary. In Colombia, Resolution number number 2646 of 2008, in which "provisions are established and responsibilities are defined for the identification, evaluation, prevention, intervention and permanent monitoring of exposure to psychosocial risk factors at work and for the determination of the origin of the pathologies caused by the occupational stress" [28].

Thanks to this, a legal responsibility would be highlighted that seeks a healthy work environment that promotes health in the workplace, examining variables at work in various organizational dynamics and the relationships that employees develop with their environment, with others and with themselves. Although reality does not show optimal use of this resolution, the truth is that it has been a good reason to "force" those large companies and organizations that previously saw the rights of their workers as something additional and for decoration instead of something that by its very nature is a must that everyone must present. In terms of what has been mentioned so far, it is not at all fair for companies to demand greater productivity at the expense of the quality of working life due to job instability, excessively long shifts, promotion difficulties, fewer break times and frequency, low wages, among other aspects, are those that cause accidents at work, occupational diseases, absenteeism, staff turnover, physical and psychological exhaustion, as well as a drop in productivity [29].

The Control and prevention of the work environment (especially general mental health and stress) specifically, needs a change in the organizational philosophy with the aim of increasing quality of work life (CV) and its strengthening. People as a basic condition for optimization and...
earning money with the different resources involved. employees can be adverse and strict environmental requirements of the current job [30]. The above situation shows that organizations now need to develop occupational health and safety programs and policies aimed at creating, disseminating and establishing an organizational culture that takes into account all aspects of safety and health at work [31]. Talking about quality of life at work is important since the link between it and psychosocial risks is emphasized, because thanks to health promotion and the prevention of psychosocial risk factors increase the well-being and overall development of employees, causing a necessary job satisfaction in the work environment [32].

Method

The present study was carried out with qualitative and quantitative methodology; and from this all the investigative content was developed. In general, the study, which covers the period from 2008 to 2012, shows the low quality of the work of Colombian workers, observing a great difference between salaried (formal) and independent (informal) workers, with the former predominating. In addition, it can be noted that activities related to the public sector and services are the activities with the highest quality of employment, among the 13 largest metropolitan areas, Medellín and Bogotá have the best labor quality, while Monterrey and Cúcuta are the best. . the latter [33]. The analysis also shows that Barranquilla, Cartagena and Santa Marta have a relatively high level of informality and an unsatisfactory quality of employment among the employed population. In addition, the informality of women was higher in these capital cities in most of the years analyzed.

Regarding educational levels, it has been observed that devoting more time and resources to studies and academic preparation significantly improves the quality of employment. Furthermore, in terms of types of occupation, civil servants have significantly improved the quality of employment, while households and the self-employed are at greater risk of low-quality work and high levels of informality [34].

María Alejandra Gómez, psychologist and magister in social sciences from the University of Antioquia carried out a quantitative research, in which she worked with a sample of two hundred workers (men and women) and used the Gohisalo working life instrument (Graph 1) to determine how employees determine the quality of working life through their work, conditions and functions they perform. The results of the respective analysis indicate that workers consider institutional support and job security as an index of job satisfaction.

is expected of them to comply with basic contractual and social security rights. that in the integration with the job is in the normal average, which indicates that the teamwork conditions are moderately good. Giving as the main hypothesis that employees seek to relate to each other to meet the problems that the company does not solve properly.
Results

It is essential to talk about the quality of life at work, because its relationship with psychosocial risk is highlighted, because the well-being and integral development of workers improves due to the promotion of health and the prevention of psychosocial risk factors, which that leads to the necessary Job Satisfaction. environment [37]. The foregoing is completely true, employees must have a clear priority in taking care of their mental health above anything else, since the attitude they have at work depends on this and, in turn, reflects the quality with which they use their work. daily. This is perfectly reflected in the data obtained previously, where we can show that the cities with the greatest informality are the same ones that do not give primary value to the working conditions of their employees.

Work-related stress is the result of the interaction of various risk factors, including various psychosocial factors of the physical environment, biological dysfunction, work content and organization, and extra work. Several studies have shown that the important factors, interpersonal relationships, remuneration and personal safety are the conditions of job performance, the possibility of control, the adequacy of the relationship between the job requirements and the person who performs them affect the mental health and well-being of employees [38].

However, it is understandable in specific places and situations that it is difficult to control psychosocial factors, since on many occasions there are cases of employees who simply are not prepared to face responsibilities with a degree of difficulty greater than what they have been used to. This is why training and introducing workers in a healthy way to the tasks they must perform is important so that tragic dysfunctions do not occur in their employees.

Understanding the factors that affect the quality of working life is extremely important for institutions, since work is an individual and collective human activity that requires a series of inputs (efforts, time, skills, abilities, etc.). In return, they expect economic and material compensation, as well as psychological and social compensation that will help meet their needs [39]. If these factors are not carried out properly, it is impossible for a company and/or organization to generate long-term profits, both economically and socially. Its structure is simply going to start collapsing as it cannot keep its own employees in a state of peace and acceptance.

The perception of the quality of working life of workers depends on internal and external factors of the organizations and the environment that surround them, but that all are linked to the exercise of their work [40]. It is not possible to solve personal problems and leave aside key institutional issues to motivate and generate a state of incentive in production. What has been said above shows that the quality of working life is part of a set of things that independently present a problem that is easy to solve in principle, but that together cause personal and
organizational chaos that is reflected in the work results that as a company is achieved. they expect them to be positive but reality does not present them that way.

This is why it should not come as a surprise to anyone that the data obtained in the table and the graphs show consistency with everything mentioned so far, since no one as a human being can demonstrate effectiveness in their work if for them to be carried out A comfortable scenario is not presented, with good hygiene, good treatment and everything in which this can be deepened and has already been deepened before.

conclusions

Through this investigation it was possible to detail that within the multiple considerations that interfere in the performance of the operators, the educational and physical conditions represent a great implication in the levels of performance of the operators, since it was possible to detail that much of the success of A worker in the company depends on his ability to make decisions and know how to face the different adversities that arise within the normality of his duties.

On the other hand, it is also important to recognize that within the dynamics that occur within companies, incentive and training policies generate a great advantage in personnel management, since it is possible to obtain high levels of motivation that encourage continuous improvement in workers and collaborators of the company, on the other hand it is observed that the quality of life in Colombia is reduced, compared to that found in other countries, this due to the lack of opportunities and the inequality present in each department of the country.

References


