

Psychological impact of labor mobbing in an automotive company in Guanajuato Mexico

Impacto psicológico del acoso laboral en una empresa automotriz en Guanajuato México

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SUMMARY

Introduction: *The mobbing is a problem of social relevance that has been increasing, given the evidence regarding the consequences and psychosocial risks, problems in interpersonal relationships and of a family, work nature and organizations.*

Objective: *Evaluate the connection of workplace mobbing in the degree of psychological harassment suffered with gender, work area and shift, so that corrective and preventive action measures are taken.*

Methods: *The study participants were 322 production operators, the Cisneros instrument $\alpha = 0.96$ was applied, with a non-experimental, cross-sectional, correlational design, the Spearman and T student statistical test was used.*

Results: *There is a significant relationship between the correlations of the work area with shift, in addition to personal harassment, workplace harassment, humiliation, aggression and coercion, as well as the intensity of mobbing in psychological harassment, which represents a low rate of workplace mobbing, but when there is bullying is intense and can be an influencing factor that affects interpersonal relationships, impacting low productivity, absenteeism and staff turnover.*

Conclusions: *Suggest disseminating intervention strategies to reduce labor mobbing and promote the implementation of a protocol that includes the work of health professionals in order to improve personal and company well-being.*

Keywords: *Mobbing, psychological impact, organizations, work, psicología clínica.*

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RESUMEN

Introducción: *El mobbing (acoso) es un problema de relevancia social que ha ido en aumento, dada la evidencia respecto a las consecuencias y riesgos psicosociales, problemas en las relaciones interpersonales y de índole familiar, laboral y organizacional. **Objetivo:** Evaluar la relación del*

acoso laboral en el grado de acoso psicológico sufrido con el género, área de trabajo y turno, para que se tomen medidas de acción correctiva y preventiva.

Método: *Los participantes del estudio fueron 322 operadores de producción, se aplicó el instrumento de Cisneros $\alpha = 0,96$ con un diseño no experimental, transversal, de alcance correlacional, se utilizó la prueba estadística de Spearman y T-Student.*

Resultados: *Hay una relación significativa entre las correlaciones del área de trabajo con turno, además de acoso personal, acoso laboral, humillación, agresión y coerción, como también la intensidad del acoso en acoso psicológico, lo que representa bajo índice de acoso laboral, pero cuando existe el acoso es de intensidad y puede ser un factor de influencia que afecta las relaciones interpersonales, dando impacto a la baja productividad, ausentismo y rotación del personal.*

Conclusiones: *Se sugiere difundir estrategias de intervenciones para disminuir el acoso laboral y promover la implementación de un protocolo que incluya el trabajo de los profesionales de la salud con el fin de mejorar el bienestar personal y de las empresas.*

Palabras clave: *Impactos psicológico, acoso laboral, organización, trabajo, clinical psychology.*

INTRODUCTION

Mobbing is a problem of social relevance that has been increasing, given the evidence regarding the consequences and psychosocial risks (1-5), thus, World Health Organization (OMS) proposes strategies and recommendations to prevent, punish and reduce this behavior (6). The ILO estimates that mobbing is present in 7 % of the world workplace (7), while in some Latin American countries a prevalence between 3.5 and 25.37 has been reported (8) being the health education (9) and organizational (10) sectors the most vulnerable.

The new challenges in the world of work require paying attention to situations of physical and psychological violence that arise within work organizations and that wreak havoc on the health and wellness of workers because generates various psychopathologies (11). It has been found that between 10 and 20 % of annual suicides have psychological harassment at work in their history (12), as well revealed that 41.4 % of the respondents experienced

psychological aggression at work in the past year; and 13 % experienced psychological aggression weekly (13).

Workplace bullying occurs more frequently than previously considered. Bullying actions exist in all work environments and can be exercised by all workers. Of note, it is reported to occur at a high rate in the healthcare domain (14). A prevalence of 36 % has been found in companies. Women are perceived more as victims of high workplace harassment in relation to men and workers with low self-esteem have a greater association with high mobbing (15,16). In Mexico, a prevalence of 14 % has been detected among administrative workers, with women being the most affected (17). The present study aims to evaluate the relationship of workplace mobbing in the degree of psychological harassment suffered from gender, work area, and shift, so that corrective and preventive action measures are taken, of an automotive company in the city of Irapuato, Guanajuato, Mexico.

METHODS

The participants were 323 operators from the production area, of an automotive company. Considering a random sampling. The election was based on the population's staff, which was provided with prior authorization from Human Resources, seeing the need for a requisition from the same company.

Inclusion criteria:

Voluntary participation.

Men and women.

Production operators.

Ages 18 to 58 years old.

Considering the three turn and area

Instruments

The CISNEROS® Barometer is a questionnaire prepared by Prof. Piñuel to periodically survey the status and rates of violence in the workplace. The Cisneros scale targets 43 behaviors of psychological harassment, asking the person

for example, “They evaluate my work in an inequitable way or in a biased way”, “They forbid my colleagues or colleagues to talk to me”) 1 in which people indicate the frequency with which each of them suffers, on a scale that goes from 0 (never) to 6 (every day). Likewise, it allows identifying the origin of the harassment for each conduct, distinguishing between psychological harassment from bosses, colleagues, or subordinates. It offers three bullying indexes: the total number of bullying strategies (NEAP), the global index of psychological bullying (IGAP), and the average index of the intensity of bullying strategies (IMAP). In addition, the scale includes an additional item of dichotomous response yes / no (item 43) that collects the subjective perception of the subject to classify a case as mobbing: “In the course of the last 6 months, have you been a victim of at least except for any of the above forms of continuous psychological abuse (with a frequency of more than 1 time per week)?”. Regarding the psychometric properties of the original scale, it should be noted that Fidalgo and Piñuel found a reliability $\alpha = 0.96$ (18).

The results come to indicate according to their order of two dimensions: field of behavior, it is subdivided into positive assessment (personal area, items 13, 25, 26, 27, 28, 30, 31, 32, 35, 40, 41 and 43) and negative assessment (labor area, items 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 29, 33, 34, 36, 37, 38, 39 and 42). The Type of bullying behavior is subdivided into a positive assessment (humiliation, items 1, 2, 3, 5, 6, 7, 8, 9, 10, 15, 16, 17, 18, 19, 22, 23, 24, 25, 29, 31, 32, 33, 35, 40, 41, 42 and 43) and negative assessment (aggression, coercion, items 4, 11, 12, 13, 14, 20, 21, 26, 27, 28, 30, 34, 36, 37, 38 and 39).

Processes

Before applying the instruments, both in the pilot test and in the population under study, for ethical and professional reasons, the authorization of the authorities of the automotive industry is raised and requested, making known the purposes of the research, as well as the importance that this is, for the researcher in their professional training.

The data collection of the survey application was through a link <https://mobbinglaboral.questionpro.com> aimed at the production operators of the automotive company, it was applied individually through laptop and cell phone, and in some printed, in groups of 5 people. In this research, a non-experimental, cross-sectional, correlational design was used (19).

Data analysis

The following techniques were used to process the information collected, such as the student's t frequencies, to observe the sample in the significance in gender and shift with personal and workplace harassment. The weighted proportions for the distribution of the sample (mean, standard deviation, sum, and percentages), to know the frequencies of intensity in the psychological harassment suffered by item. The use of Spearman correlations, using the SPSS software for statistical analysis.

Ethical aspects

Within the investigation, it was committed to safeguard, maintain confidentiality, and not misuse the documents, files, reports, studies, minutes, resolutions, letters, correspondence, agreements, contracts, agreements, physical and/or electronic files of information collected, statistics or any other record or information related to the aforementioned study, with which the research was carried out. Likewise, the commitment not to disseminate or commercialize the personal data contained in the information systems, developed in the execution of this.

Informed consent was used towards the personnel involved in this case, the production operators, it is to safeguard the confidentiality of the personnel data, such as freely and voluntarily agreeing to be participants, there will be no unfavorable consequence in case of not accept the invitation, there will be no expense during the study, you will be given information on the general results of the survey, the individual results of both electronic and physical surveys will be kept safeguarded with strict confidentiality by the researcher.

RESULTS

The most representative group of the study corresponds to the female with 63.4 % and the male with 36.6 %, it is observed that the age is between the ranges of 18 to 58 years, whose average is 29 years. Finally, in the shifts with the most population in the sample, it is shifted A with 42.9 %, followed by shift B with 32.9 % and shift C with 24.2 % (Table 1).

Table 2 shows the correlations between gender, work area, shift, NEAP, IGAP, IMAP, personal harassment, workplace harassment, humiliation, aggression, and coercion, and the statistically significant variables are identified. It was found that within the significant correlation of the work area with gender when it is inverse that is negative, but with the shift, it is positive, based on these results it means that gender has an incompatible influence with the work area, and shift is compatible in linear growth. There is a positive linear correlation between the Work Area and the Shift, but the Shift is significantly negative in the opposite direction with the NEAP, IGAP, IMAP, Workplace Harassment, and Humiliation when it is inverse.

Table 1

Sociodemographic data of the participants

Sex	n	%
Men	118	36.6
Women	204	63.4
29.07 mean age		
Age	n	%
18 to 29	186	58
30 to 41	110	34
42 to 58	26	8
Turn	n	%
A (morning)	138	42.9
B (evening)	106	32.9
C (night)	78	24.2

In Table 3, presented within the IMAP there are positive correlations with the variables NEAP, IGAP, Personal Harassment, Workplace Harassment, Humiliation, Aggression, and Coercion, indicating that they increase significantly as a whole. Personal Harassment has positive correlations with NEAP, IGAP, IMAP, Harassment, Humiliation, Aggression, and Coercion, which means that in covariation it is prevalent when provoking one with another being influenced, indicating that they increase significantly together. Linearly being these variables, coming to prevail when one is presented with another, the structure of the ways

Source: the author

Table 2

Correlation of Shift, area, and sex with the area, NEAP, IGAP, IMAP, Workplace Harassment, and Humiliation

Turn	Area		NEAP	
	Spearman	P	Spearman	P
	0.730*	0.020	0.726*	0.024
Turn	IGAP		IMAP	
	Spearman	P	Spearman	P
	0.847**	0.008	0.733*	0.017
Turn	Workplace Harassment		Humiliation	
	Spearman	P	Spearman	P
	0.725*	0.025	0.737*	0.014
Area	Sex		Turn	
	Spearman	P	Spearman	P
	0.717*	0.036	0.730*	0.020
Sex	Area		Turn	
	Spearman	P	Spearman	P
	0.717*	0.036		

* P≤ 0.05 **P≤ 0.01

Source: the author

Table 3

Correlation of IMAP and personal harassment with NEAP, IGAP, Personal Harassment, Workplace Harassment, Humiliation, Aggression and Coercion

	NEAP		IGAP	
IMAP	Spearman	P	Spearman	P
	0.853**	0.001	0.771**	0.001
	Personal harassment		Workplace Harassment	
IMAP	Spearman	P	Spearman	P
	0.877**	0.001	0.764**	0.001
	Aggression and Coercion		Humiliation	
IMAP	Spearman	P	Spearman	P
	0.812**	0.001	0.708**	0.001
	Turno			
IMAP	Spearman	P		
	0.733*	0.017		
	NEAP		IGAP	
Personal harassment	Spearman	P	Spearman	P
	0.728**	0.000	0.697**	0.001
	IMAP		Workplace Harassment	
Personal harassment	Spearman	P	Spearman	P
	0.477**	0.001	0.612**	0.001
	Aggression and Coercion		Humiliation	
Personal harassment	Spearman	P	Spearman	P
	0.701**	0.001	0.649**	0.001

* P ≤ 0.05 **P ≤ 0.01

Surce: the author

of interpreting is of significance, as well as being related to each other, by the type of aggression or type of harassment which occurs of one with another.

DISCUSSION

In this research, the conjecture is shown as a result of the analysis to identify mobbing at the level of psychological harassment of production operators, in relationships with colleagues and bosses. In a conclusion, based on the random sample of personnel, the prevalence gender in the

sample was 63.4 % women and 36.6 % men, with an average age of 29 years, in the first shift, the eminent sample was 42.9 %. According to the results of the Cisneros test, in the items with the most weighting of the frequency of the behavior to psychological harassment is “they evaluate my work in an inequitable way or in a biased way of 11.54 % and sequence with 9.26 %” I receive a pressure inappropriate to carry out the work”, in item 43 of the staff with harassment and without harassment, it was observed that the population with harassment predominated in males with 19 % and females with 15 %, the author of the harassment predominated the boss with 53 % and 47 % of the partner, which is a

PSYCHOLOGICAL IMPACT OF LABOR MOBBING IN AN AUTOMOTIVE COMPANY

Table 4

The results of the statistical scheme of Student's T of the independent variables of sex and shift A and B

Independent samples test		T-test for equality of means						
Levene's test for equality of variances		F	Sig.	t	gl	Sig. (bilateral)	Difference of means	Typ. Error of the difference
Personal harassment	Equal variances have been assumed	0.17	0.681	1.377	320	0.026	-0.02368	0.06281
	Equal variances have not been assumed			1.384	258.68	0.031	-0.02368	0.06163

Source: the author

little difference between the two authors. In the field of harassment behavior, the lower average level predominated, the positive assessment of the personal area with 94 % and negative assessment of the work area with 90 %, this means that there is not a high rate of harassment, but when it happens it will arrive to predominate in the negative assessment of the labor area where the average level is 9 % and the high level is 1 %.

In a study carried out by Ramos, to determine the level of mobbing as criteria the frequency and duration of harassment, it was found with the use of the LIPT-60 tool that there is a constant and horizontal prevalence of systematic harassment of six months in female gender and the cleaning area. A comparison is made with the results of this study, where it was investigated that there is a correlation of gender and work area together with the variables of psychological harassment NEAP, IGAP, IMAP, Harassment at Work, Personal Harassment, Humiliation and Aggression and Coercion, being Opposed when any of them prevail, but in the Student's T (Table 4) it is observed that workplace and personal harassment are influenced by the population of men in significant predominance (20).

In another study by Betancourt, it was carried out in order to analyze the relationship between

mobbing and quality of life, using the Fisher and the GENCAT scale as a tool, resulting in a null correlation between the two variables, but it was possible to detect In the indexes that 38 people suffer from some type of workplace mobbing, it is observed in the variables of Table 2, where the NEAP, IGAP, IMAP, Personal Harassment, Workplace Harassment, Humiliation, Aggression and, being the variables that prevail at present the mobbing. For his part, Del Pino (2014), the gender perspective in violence and psychological harassment at work was analyzed, making this a comparative having as prevalence in results the identification of variables with high scores of psychological violence in the workplace. I work on female staff. It can be identified in comparison to this study, that there is a non-significant correlation of psychological bullying in the female gender, but it does exist in the field of bullying (21).

In a study by González (22), he analyzed the influence of gender in the prevalence of mobbing, it was applied to a population of 167 workers, which resulted in 42 women and 8 men manifesting mobbing. In this study harassment and male mobbing prevailed. For his part, Moreno to address the prevalence of violence with workplace psychological harassment in eleven Ibero-American countries, which resulted

in prevalence with an association of variables in age, sex, marital status, schooling, and exposure to negative psychosocial factors, where it arose with prevalence in the female gender population, in the rotation of shifts, being widows, divorced or separated and with exposure to negative factors at work (15).

In another study by Molina (23 = of “workplace psychological harassment”, applied in a private medical center, with a sample of 84 nurses, with the Cisneros scale, reaching a result of 80 % for poorly managed power relations in this study, it came out with a low rate of workplace harassment, being represented in the graph of Scope of harassing behavior with a percentage of 90 % of the lower average level. In another study by Pérez (2016), regarding Tolerance to psychological harassment was applied to 100 subjects, the predominant result being having suffered from the work environment with 62 %. Considering in this study the shift is relevant in the results to personal harassment (Table 2) with a significance (0.506) and workplace harassment (Table 3) with high significance (0.615) based on the two variables of shift A and B.

Among the findings to define the psychological harassment suffered, the weighting is taken when detecting the behaviors that affect psychologically to carry out daily tasks and making this an indication of the consequences that workers come to suffer in the possible psychosocial factors such as anxiety disorders, stress, adaptation, sleep-wakefulness and among others. In an organizational environment, it is difficult for some type of signs to show up to detect mobbing in a timely manner, they are interpreted within an organization as something characteristic of personal problems or directly with the coworker, linearly or horizontally. descending or ascending, of the author in the aggressions.

As a strength, it is necessary to continue implementing studies to detect risks in behaviors that psychologically affect the emotional stability of workers and to carry out prevention programs as an opportunity that help to raise awareness and raise awareness about the impact caused by bad labor relations. Statistically speaking, in Mexico, there are no internal prevention and service programs to minimize psychosocial risk factors and their negative impact on labor relations, it

can be considered as one of the companies to be optimized in generating changes where it helps to have containment in psychological harassment in the workplace.

It is recommended to follow up on maintaining and improving with preventive programs within the occupational health area, being in this case the psychological care service to give individual attention in therapy, as well as in the application of awareness and awareness talks programs. dissemination of monthly infographics, within the production area and participation events in annual health campaigns. Publicizing governmental institutions of mental health, psychoeducation with modules of attention and promotion of non-violence, on the implications in the consequences that affect social and family coexistence, to make good constant positive promotion to generate impact to self-awareness and consequences based on the rules of internal labor conduct for new staff. Considering that for mental health it is convenient the guidelines that are established making them more focused on the secretary of health, to make this the proper identification, intervention, actions and be constant in the dissemination being that cognitively the reflection of that learning about good deed in conduct.

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