

Intrinsic and extrinsic psychosocial risks, Burnout Syndrome and Self-esteem in workers of grocery stores of the municipality of Tala, Jalisco, Mexico

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Abstract: An important component to achieve optimal mental health are positive psychosocial factors, otherwise negative psychosocial factors will provide unfavorable environments that, due to their complexity and that of their elements, must be analyzed to find proactive ways to intervene on them and make important improvements. This paper aims to analyze the association between negative psychosocial factors, self-esteem and Burnout Syndrome (BS). The study was cross-sectional, involving workers from grocery stores in the municipality of Tala in the state of Jalisco, Mexico. Among the main results, a global prevalence of the syndrome of 53.4% is demonstrated, however, self-esteem manifested as high or very good (93.3%). The inferential analyzes showed some significant values among some labor data with the emotional exhaustion dimension and with manifesting to have more than one burned dimension, gastrointestinal diseases with lack of realization, and self-esteem with the non-realization dimension of the Burnout Syndrome.

Date of Submission: 11-11-2019

Date of Acceptance: 27-11-2019

I. INTRODUCTION

Mental health is subject to a host of conditions: internal (inherent to the individual) and external (related to the environment), which are concatenated, favoring it or not. An important component to achieve optimal mental health are positive psychosocial factors.

The psychosocial factors (PF) found in the work environment are numerous and of a different nature. They refer to all those elements that make up the structure of organizations, but even more important for the development of psychosocial factors (positive or negative) are the people and the complexity that each individual implies; the way in which they respond to working conditions, interpersonal relationships in addition to what has an impact on them such as the culture of the company and the work environment (Moreno, 2011). Relations with other people, the socio-economic level, the social support networks, are variables that have a burden on the environment, these factors are called extrinsic or dependent on the environment in which the individual develops and not directly of his person. Intrinsic factors then have their origin in the subject directly: self-esteem, leadership, personality, age, sex, culture, schooling and health status to name a few.

All these factors, when they work together, influence the psychosocial conditions and work environment in which people work and whose effect influences the physical and mental well-being of workers (ILO, 1984); they make precise reference to the interaction of the parts that make up a work area and in whose environment it can significantly influence the command styles and personalities of the individuals who play their different roles there. In short, they consist of “negative interactions between work, the environment, job satisfaction and the conditions of its organization, on the one hand, and on the other, the worker's abilities, needs, culture and environment staff outside of work, all of which, through perceptions and experiences, have an effect on health and performance and satisfaction at work” (Melero 2011, ILO 1984 cited in Silva, 2014).

In response to the negative perception that can alter health, burnout syndrome is associated as one of the manifestations revealed by chronic exposure to psychosocial risk factors, which is characterized by three dimensions: a) emotional exhaustion (which it manifests itself through the exhaustion of one's own emotional resources); b) depersonalization (manifested by negative attitudes), and c) lack of personal fulfillment at work (which manifests itself as a negative assessment of self's professional role) (Aranda, 2013) and that “is especially connected with the wear experienced by professionals linked to human services, especially those that play a welfare and help function to other people” (González, 2016).

Rocha (2012) reports that subjects who have good self-esteem are able to efficiently face the challenges that are presented to them in life; for self-esteem becomes manifest when there is satisfaction with one's own way of being and the qualities that are possessed are recognized. Self-esteem is an internal quality of people that allows to direct the decisions that are made and ensure that the subjects are oriented through life; It is what makes each person different. Self-acceptance is a key component of self-esteem, with this, effective self-evaluation is achieved and the option of improving over time (Reyes, 2012). This variable is the protagonist in the encounter of the subjects with specific activities that are part of their work performance; This characteristic of the individual is fundamental in the success of the tasks, especially when they have a high degree of complexity.

Self-esteem develops from human interaction, whereby people consider themselves important in a mutual sense. The person changes their perception of themselves by the recognition of others and their achievements, contrary to the emotions produced by the feelings of little acceptance, events that are interpreted by the cognitive system, when they are evaluated negatively behaviors such as sadness, fear, apathy and behaviors such as flight and avoidance (Naranjo, 2007).

In general terms, self-esteem is linked to an optimal balance or a state of equilibrium in the person, since limitations and qualities are accepted, the virtues and their potential areas of improvement are aware. Low self-esteem fosters feelings of rejection towards one's own being, and is interpreted as a personal imbalance (González, 2016). A subject with low self-esteem is distrustful, easily frustrated, does not recognize the qualities he possesses, which is why he avoids responsibilities and depends on other people to conduct himself, opposite situation in high self-esteem. The risk of having less social support is related to self-esteem, since this support decreases with age, in clear terms: the older, the less social support (Aranda, 2010).

The relevance of evaluating these three elements together it's by the holism in which health is visualized, so analyze the influence of personal psychosocial risks (intrinsic factors) as well as those of social and environmental type (extrinsic factors) before the development of burnout syndrome and self-esteem.

For the development of the study, the definition that the National Institute of Geography and Informatics (INEGI by its acronym in Spanish) and the North American Industrial Classification System (NAICS) provided to refer to a type of retail trade was taken into account, conceptualizing as "those establishments that deal with the sale of various products such as canned or packaged foods, juices and nectars, soft drinks, cleaning supplies, sweet dairy and fried foods, cold meats, to name a few, in most cases to the general public".

II. Material and Methods

Type and design of study:

According to Dankhe (1986) and García (2004), studying and analyzing the phenomenon on one occasion and in a short time is due to descriptive and cross-sectional studies, the same criteria were used in this work. The study is also correlational, due to the need to fully meet the objective of the study and to try to obtain the association (s) and the interaction between the study variables (Abreu, 2012).

Study population:

The grocery stores best known in this country as the "corner stores", have been and will continue to be important within the national economy but also for the family. The municipality of Tala in the state of Jalisco, Mexico is located in the western center of the state. On January 10, 1980, it was decided that the population of Tala would rise to the category of city, having achieved higher rates of progress in the political, economic, cultural, social, demographic aspects; for its infrastructure works and in merit to the greatness and dignity of its inhabitants that are characterized by their civic, moral and intellectual qualities. Precisely in the economic aspects it is dedicated to livestock, agriculture, mining and industry (especially for the existence of the cane sugar production factory of the municipality), logging and trade, to name a few. As regards trade, there are predominantly stores dedicated to the sale of essential products and mixed stores that sell small-scale items. The service of supply to the popular consumption is a necessity that is covered by grocery stores that sell foods and drinks, in addition to shops such as butchers, fresh fruits and vegetables and a public market with smaller locations.

Sample

193 questionnaires were obtained from personnel working in and for grocery stores by stratified random sampling, excluding any business that is not qualified as a "grocery store". A prevalence of 30%, an acceptable error of .05 and a 95% confidence index were taken into account (Aranda, Pando, Salazar & Mares, 2018). The stores were selected by stratified random sampling (by colonies and blocks), applying a survey to the worker who was considered the "main worker" or "responsible for the store", until the surveys were obtained according to the sample and adding 5 percent of non-response rate.

Evaluation instruments:

To collect the necessary information, three questionnaires were applied. One of them consisted of obtaining the items with sociodemographic and labor data (see table 1); the second questionnaire, the Maslach Burnout Inventory-Human Services Survey (MBI-HSS) scale, which helped identify the cases of workers with manifestation of chronic work-related stress or of burning by work, and the third questionnaire, the instrument that supported to assess the level of self-esteem of workers, the IGA-2000.

The 22-item scale of the Maslach Burnout Inventory (MBI-HSS) by Maslach, C. and Jackson, S. (1986) is divided into three scales or dimensions: emotional exhaustion, depersonalization and low personal and work performance (personal accomplishment) (Gil-Monte, 2002). The scale is Likert type where 0 is equal to never and 6 is equal to every day. In addition to qualifying based on scores and levels: being low equal to no presence of the syndrome and medium and high equal to presence of the syndrome (Maslach and Jackson, 1986). A person who has at least one dimension burned (high or medium) in any of its dimensions, will be considered a subject with burnout syndrome (Aranda, Rendón and Ramos, 2011). The MBI has been validated in the Mexican population of different economic activities obtaining Cronbach's alpha psychometric properties of .658 for the whole scale and a 41.6% variance explained; for the non-realization dimension of .733, in emotional exhaustion of .835, somewhat lower in depersonalization of .407 (Aranda, Pando and Salazar, 2016).

The IGA-2000 questionnaire presents a series of questions about the way of being. It is a self-applied instrument, composed of 25 items, it has three response options: "always", "sometimes" and "never". Each question has its own value since some of the questions are reversed in their sense. At the end of the questionnaire, the total number of boxes answered must be added, which must be 25, its score is placed to be placed at an identification level: from 34 to 50 points it is considered high self-esteem, from 17 to 33 points of regular or medium self-esteem and low self-esteem would be 0 to 16 points. The instrument has been validated by Del Ángel, Santes, Rodríguez, Lavoignet and Chávez (2009) with reliability figures of 0.863.

Statistical analysis:

Two types of analysis were essential with respect to the fulfillment of the objective: the descriptive one, where frequencies, percentages, averages and prevalences were obtained; and the inferential, with tests of statistical significance such as the OR (risk factor greater than one), the CI (95% Confidence Interval to know if the difference is true), and to observe statistical differences (a value of p equal or less than 0.05) as statistical significance. Statistical analysis was performed through the Statistical Package for Social Sciences (SPSS version 18).

Ethical aspects:

According to the regulations of the General Law of Health in Research Matters for Health in Mexico in Article 17 (Official Gazette of the Federation, 1984), this study is considered risk-free, category one. The informed consent letter was included, explaining to the grocery store worker the objective of the investigation that the information obtained through the surveys is anonymous, that they can refuse their participation before or at the time they want.

III. RESULTS

Descriptive analyzes of both intrinsic and extrinsic psychosocial risks (sex, age, marital status, schooling, work seniority, work shift, hours, day and days worked per week) showed the following:

- It is mostly women who work the stores;
- They are detected working young minors, but in the same way they report subjects working with ages of 75 years; with an average of workers of 43.8 years;
- There are people who work in grocery stores with an academic status of bachelor's degree;
- The average work seniority is 40 years;
- Most stores open seven days a week;
- The minimum average hours worked per week is 92 hours and without a defined shift, manifesting itself as a mixed shift.

Table 2 shows the prevalence of burnout syndrome, with a global prevalence of 53.4%, while by dimensions the prevalence was as follows: if being located in the high and medium levels is the presence of the syndrome, the dimension with the highest prevalence was that of emotional exhaustion (51.3%), followed by lack of performance (12.9%) and depersonalization (4.1%).

About the self-esteem variable, it is determined that the working population maintains, according to their scores, high self-esteem (93.3%) (Table 2).

The inferential analyzes showed significant OR, CI and p values in few crossings of variables. With the sociodemographic data: between sex, age, marital status and schooling, no association was presented; however, among some work data if there was an association, especially in those factors that have to do with the

satisfaction and stress of attending the store or having someone else close to your store, with the dimension of being emotionally and physically exhausted and with manifesting have more than one dimension burned; in addition, an association was also found with the group of gastrointestinal diseases (Table 3). Similarly, the only significant association with the self-esteem variable was with the non-performing dimension of burnout syndrome with OR values of 7,500, a CI of 1,425-39,484 and $p = .03$.

Table no 1: Sociodemographic and labor data of workers in grocery stores in the municipality of Tala, Jalisco, Mexico

Sociodemographic data	Number	%	Labor data	Number	%
Sex			Labor Old		
Female	147	76.2	Minimum time	1 (10 months)	0.5
Male	46	23.8	Maximum time	1 (40 years)	0.5
			Average	8.3 years	
			Standard deviation	7.8	
Age			Work shift		
Minimum	2 (15 years)	1.0	Morning	8	4.1
Maximum	1 (75 years)	0.5	Evening	10	5.2
Average	43.8 years		Mixed	175	90.7
Standard deviation	14.1				
Civil status			Weekly work hours		
Married	120	62.2	Minimum	15 hours (2)	1.0
Single	40	20.7	Maxima	133 hours (2)	1.0
Widower	17	8.8	Average	92 hours	
Divorced	7	3.6	Standard deviation	23.6	
Separated	2	1.0			
Free union	7	3.6			
Scholarship			How many days do you work		
Incomplete Primary	22	11.3	1 to 4 days	4	2.0
Primary	171	22.3	5 days	4	2.1
High school	114	59.1	6 days	11	5.7
High school	44	22.8	7 days	174	90.2
Bachelor's degree	7	3.6			
			Working day		
			Monday	190	98.4
			Tuesday	192	99.5
			Wednesday	192	99.5
			Thursday	192	99.5
			Friday	191	99.0
			Saturday	188	97.4
			Sunday	179	92.7

Source: own elaboration

Table 2: Prevalence by dimensions of burnout syndrome and self-esteem of the working population of grocery stores in the municipality of Tala, Jalisco, Mexico.

	Number	%
BURNOUT SYNDROME		
Emotional exhaustion		
High level	36	18.7
Medium level	63	32.6
Low level	94	48.7
Personal Accomplishment		
High level	13	6.7
Medium level	12	6.2
Low level	168	87.0
Depersonalization		
High level	2	1.0
Medium level	6	3.1
Low level	185	95.9
SELF ESTEEM		
Low level	0	0
Medium level	13	6.7
High level	180	93.3

Source: own elaboration

Table 3: Associations observed in the municipality of Tala between intrinsic and extrinsic psychosocial risks with Burnout syndrome

EMOTIONAL EXHAUSTION			
Extrinsic factors	(high and medium vs low)		
	OR	CI	p
Satisfied with your salary / gain (no VS yes)	2.034	1.109-3.731	.01
Stress for your salary / gain (yes VS no)	3.510	1.927-6.394	.00
Stress from attention to suppliers (yes VS no)	4.475	2.439-8.210	.00
Stress from having another store nearby (yes VS no)	3.632	1.545-8.537	.00
PERSONAL ACCOMPLISHMENT			
(high and medium vs low)			
Gastrointestinal diseases (yes VS no)	7.500	1.425-39.484	.03
FROM 1 TO 3 BURNED DIMENSIONS			
(high and medium vs low)			
Stress for your salary / gain (yes VS no)	3.007	1.658-5.456	.00
Stress from attention to suppliers (yes VS no)	4.410	2.407-8.083	.00
Stress from having another store nearby (yes VS no)	3.285	1.398-7.720	.00

Source: own elaboration

IV. DISCUSSION

The information in the literature related to the same type of working population found in the western region of the country has reported results consistent with the present study in certain aspects: it is mostly women who work in grocery stores (Aranda, 2018 ; Aranda, 2015) the same thing that happens in this study (147 women vs 46 men). According to the evolution of the labor indicators of the Ministry of Labor and Social Welfare (STPS, by his acronyms in Spanish), Mexico until 2019 has a general population of 69% male workers, while the female labor force population is 39% (STPS, 2019), the national statistical data lead us to assume that the employment relationship within the grocery stores for women turns out to have a specific component related to the home, being able to see the grocery store as a possibility of income that do not prevent them from continuing to live with parents, siblings, grandparents, husbands and children, because the family is the workforce mostly represented in this specific work environment (Clisaya, 2010), which incidentally generates conditions that instead of favoring coexistence in the most important social nucleus (the family) can harm it. Grocery stores are usually occupying a place within the homes of their owners, this gives the woman (relative) ease of organizing household chores and in turn receiving customers who wish to buy a product. The socio-cultural context of Mexico, as well as in many parts of the world, arranges women to work at home.

They are detected working young minors; the regulation of the legislative order in Mexico, and according to Article 175 of the Federal Labor Law (LFT by his acronyms in Spanish) “The use of the work of children under eighteen years of age is prohibited” (LFT, 2019) so that we then find discrepancies as to the conditions of work stipulated in the political constitution of the Mexican United States, of a detrimental impact for the people who carry out their work in these grocery stores when they are in family dynamics, since the lack of a stable contractual situation and the family relationship has psychosocial problems and negative factors within the labor dynamic, which could be transferred to family dynamics and vice versa, because there is no time to attend to these important personal areas in people's lives (Zapata, 2018).

“For every six days of work the operator must enjoy a rest day, at least”, “The maximum duration of the day will be: eight hours a day, seven hours a day and seven and a half hours the mixed” (Official Journal of the Federation, 2019). Most stores open seven days a week: The minimum average number of hours worked per week is 92 hours and without a defined shift, manifesting it in the areas evaluated and then represented as a mixed shift, which means that the majority of the workers in the stores interviewed work an average (approximate) daily of 13 hours, being in a flow contrary to the provisions of the federal labor law in Mexico. The need for extra income is one of the main reasons for setting up a grocery store (Clisaya, 2010) although in this study it represented in most cases the main income.

The overall prevalence for the resulting Burnout Syndrome (53.4%) was similar to that reported with other studies evaluating the same type of population in the western part of the republic (Aranda, 2018; Aranda, 2015) where the population that presented Burnout exceeded 50%. The remarkable thing is the global prevalence in the three studies, and the dimension of emotional exhaustion that is the one that has been mostly affected in grocery store workers. Studies such as the one carried out in Chinclayo, Peru reflect a prevalence of 40.3% of the population with the presence of emotional exhaustion at medium and high level, 18.1% with depersonalization at medium level and 34.7% with medium and low levels of personal fulfillment (Zapata, 2018). In these four studies it is observed that emotional exhaustion is one of the factors that is in higher degrees

of involvement with respect to the other two dimensions, ranging between 40.3% and 62.5% of involvement in all the studies presented; that the dimension of personal fulfillment oscillates in 12.9% and 50% of affectation in all studies, and that for depersonalization we find ranges between 4.1% and 32.5% of affectation, that means they are in medium or high levels.

On the other hand, it is likely that this high result can be manifested by the competition perceived by store workers, not only with other grocery stores (which is manifested in the stress of having another store nearby with a $p=0.00$), but it can also be given by the presence of convenience stores (Castillo, 2018).

Regarding the associations between extrinsic factors and their relationship with intrinsic factors that are reflected in the dimensions of burnout syndrome, there is a positive relationship between feeling emotionally exhausted with being satisfied with the perceived salary, which in parallel results in a stress for said salary, attention to suppliers and having another store nearby, with a $p=0.01$, results consistent with what was reported in 2018 by Aranda et al, who also in a similar analysis report the same significant relationships found in addition to the Hourly load, shift and be the main shop worker.

Similarly, the only significant association with the self-esteem variable was with the dimension of lack of realization, which can be related to the reports regarding the pressure to have another store nearby, a feeling of not being productive enough and in terms of to the personal situation, the feeling of not doing what is really wanted because of the need to pay attention to the business. Aranda (2018) presents the “personal accomplishment” dimension related to stress from having another store nearby; it is not wrong to link both processes, (gastrointestinal conditions and stress) since prolonged stress results in a series of biological process that can lead to organic conditions, stress is linked in many cases especially with conditions in the digestive system (Díaz et al., 2010; Vázquez et al., 2012).

Having more than one dimension burned is linked to the stress from the profit obtained, from attending to suppliers and having another store nearby, which corresponds to what was found in another study (Aranda, 2018), also reports the relationship with the shift, having the store in a rental situation and the hourly overload.

In the perspective of the study carried out by Aranda et al in 2018 regarding the risk factors and comparing with the present study, very similar data can be observed, for example, the OR for the emotional exhaustion dimension VS feeling satisfied with your salary or the gain was 2.78 for the study with population of the municipality of Guadalajara while an OR of 2.03 is observed for the municipality of Tala, both located in the state of Jalisco. Similar figures are observed with this same dimension VS stress for having another store close to his (OR = 3.96 for Guadalajara and 3.63 in Tala), however, although significant ORs were also found in both studies between the emotional exhaustion dimension VS stress for the salary or gain, the differences are notorious, while in Guadalajara the value of OR is 1.80 for Tala is 3.51.

However, other values of OR that were significant between these studies and that can be compared with the present work were between having more than one dimension burned VS stress by salary or gain (Guadalajara 1.84 against a 3.00 in Tala), in addition to more of a dimension burned VS stress for having another grocery store close to his, with values for Guadalajara of 5.76 and in Tala of 3.28.

As can be seen in the previous data, the value that reflected a greater risk is emotional exhaustion finding almost double the risk in the municipality of Tala in terms of the perception of salary or gain. During the collection of the data, several workers report that clients request credit and the economic condition that this has for their income is not good, the population is small in relation to Guadalajara, so the social context, the familiarity with neighbors among other aspects in social dynamics predispose them to access requests that add extra pressure to the workload since the flow of money was not reflected in said transaction by the emotional / affective component of the neighborhood, friendship, familiarity, cordiality etc. (Tovar, 2009).

As for having more than one dimension burned, we found variations between the two populations, since these were related in both studies to salary stress, which can be based on the personal condition mentioned above of the owners of the stores in the municipality of Tala. Among the comments made by store owners were those lost by the theft of suppliers and customers; this has also been reported in other studies, as well as the low commissions received (Tapia, 2005).

Having some burned dimension VS stress by having another store nearby obtained a greater risk result in the municipality of Guadalajara, according to the 2017 census (Institute of Statistical and Geographic Information, 2017) the population was 1,521,741 vs 80,365 inhabitants of Tala (Information Institute Statistical and Geographic, 2018), which makes clear the concern about having another store nearby and the existing competitiveness corresponding to the number of population.

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Aranda Beltrán Carolina. " Intrinsic and extrinsic psychosocial risks, Burnout Syndrome and Self-esteem in workers of grocery stores of the municipality of Tala, Jalisco, Mexico." IOSR Journal of Humanities and Social Science (IOSR-JHSS). vol. 24 no. 11, 2019, pp. 46-53.