

Burnout Syndrome in corner stores workers in three municipalities of the state of Jalisco, Mexico

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Abstract

Introduction: Burnout Syndrome is a term that acquires more importance day by day because of the premature presence of states of physical and mental exhaustion within work. The objective of this study was to analyze Burnout Syndrome in three municipalities of the state of Jalisco (Mexitacán, Guadalajara and Tala) to identify the differences in their presence in each area, as well as look for significant associations.

Material and Methods: The study was quantitative, descriptive, and cross-sectional. The study population was 559 workers. A questionnaire was applied to obtain sociodemographic, labor, and other aspects of their activity in the store, also the Maslach Burnout Inventory (MBI-HSS) scale was used to evaluate the syndrome. Descriptive and inferential results were obtained.

Results: Most of the stores were attended by women, finding children, adolescents, and the elderly working. Basic education was the most frequent. Seniority ranged from 1 month to 50 years of work. A few stores opened their services all day and every day of the week. In general, the presence of the syndrome was high in each of the municipalities, most of the 50% manifests differently depending on the municipality.

Conclusion: The inferential analyzes showed diverse associations, mainly for the municipality of Guadalajara. Founding differences between the results for each municipality, it is indicative that each entity has certain specific characteristics in their environment, which makes the syndrome manifest in different ways.

Key words: Burnout syndrome, workers, stores.

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I. INTRODUCTION

Burnout Syndrome (BS) has been discussed topic since the 1970s. In it, different working populations dedicated to different services within society have been studied. In addition, at present, the syndrome acquires greater importance over time, since it has been observed how it is increasingly easier to states of exhaustion and mental exhaustion in shorter periods in the work, a situation that was not so common in previous decades.

Between the most studied and vulnerable working populations, those who perform care tasks such as doctors, nurses, teachers, lawyers, psychologists, psychiatrists (Rendón et al, 2020; Huarcaya & Calle, 2020; Olivares et al, 2020). However, there are some other less studied work activities, such as the commercial sector that is self-employed.

Grocery stores/corner stores, due to their context and their social importance, are a significant element for the communities and their functionality, benefiting people in meeting basic needs, including food, personal hygiene, and the provision of some other inputs that are considered important to consumers. Stores can be located at the rate of one to two stores per block; have generated an important source of employment and self-employment for many Mexican families, therefore, they are not excluded from the psychosocial risks that may arise when carrying out their work, in the interaction with other people and in the conditions in which their establishment is found.

Having a grocery store poses various risks to the health of those who work in it. On the one hand, the breadth of people and human relationships that are generated are not always the best; and this is because of the various roles that must be fulfilled, for example: the store worker, in addition to being an employee, may be the owner and manager of the store, or, it may be only the employee and also the main responsible the same but not the owner; Or they may be responsible and have employee (s) of whom they are in charge; Or perhaps it may be the owner, have employee (s) in charge and this employee (s) be responsible for the store; or it can be a relative who works the store and not exactly the owner and less the person in charge. In short, the possibilities are endless, and while all this occurs, the worker can become a client, as well as clients can be friends and close

neighbors of the community where the establishment is located, this leads to increasing the vertices of the interrelation with the client and supposes variants with which, on occasions, they are not known to face, since human relations could take precedence over the duty of the business, which is to sell.

The conditions in which the store is located may also have its variations since it can be owned, rented, or loaned, the work shifts are usually mixed, some stores open their service every day of the week and all day; In addition, the characteristics of each community must be considered, where lifestyles, habits, customs influence social and commercial dynamics.

The objective of evaluating the Burnout Syndrome in the three municipalities in the state of Jalisco (Mexticacán, Guadalajara and Tala), is identifying the differences between having a grocery store in a "big" city, which means a greater number of stores, or a "small" community with fewer establishments. The comparisons will be useful in identifying the differences in the development of the syndrome for each of the three areas.

II. MATERIAL AND METHODS

Type of study: The study was quantitative, descriptive, cross-sectional (Hernández, Collado & Baptista, 2014; Abreu, 2012). The "grocery stores" or "corner stores" have formed a fundamental part of the economic activity of the country. According to the Economic Census carried out in 2014, grocery stores in Mexico grew by 1.5% compared to the 2008-2013 period with 580,045 stores going to 588,939 respectively. More current data (Economic Census, 2019) report that in Mexico there were more than two million of these types of businesses and that the State of Jalisco, specifically, had more than 158 thousand businesses and more than 612 thousand jobs.

In this study, only three municipalities of the 125 that make up the state of Jalisco, Mexico, were evaluated.

1. The municipality of Guadalajara (located in the Central Zone): the word Guadalajara comes from the Arabic Wad-al-Hidjara which means "River that runs between stones" or "Stony river". It was founded for the first time in the year 1532 and by February 14, 1542, its fourth and final foundation was carried out. It is in the center of the State, a little loaded to the east. It limits to the north with Zapopan and Ixtlahuacán del Río, to the east with Tonalá and Zapotlanejo, to the south with Tlaquepaque and to the west with Zapopan. Its territorial extension is 187.91 km². 8,107 grocery stores were registered (Government of the State of Jalisco, n.d.).

2. The municipality of Tala (located in the Valleys Zone): Tlallan, or Tala means an earthy place or arable land. It limits to the north with Zapopan, Amatitán and El Arenal, to the south with Acatlán de Juárez, Villa Corona and San Martín Hidalgo, to the east with Zapopan and Tlajomulco de Zúñiga and to the west with Teuchitlán. Its territorial extension is 389.24 km². This municipality has achieved higher rates of economic and commercial progress, in the sale of necessities products, covered by the 316 grocery stores (Government of the State of Jalisco, n.d.).

3. The municipality of Mexticacán (located in the Alto Sur Zone): Mexticacán is a name of Nahuatl origin that means "place where the temple for the cult of the moon is". It has also been interpreted as "a place where you work in the moonlight". It limits to the north with the state of Zacatecas, to the south with Cañadas de Obregón, to the east with Teocaltiche and to the west with Yahualica de González Gallo. Its territorial extension is 204.99 km². It has 40 grocery stores (Government of the State of Jalisco, n.d.).

Population and sample: Both Guadalajara and Tala are the municipalities where a large percentage of grocery stores are concentrated, so for both municipalities the sampling used was stratified random, leaving the sample as follows: for the municipality of Guadalajara, the sample of stores to be surveyed and / or worker to be surveyed (at least one worker per store) was 321; For Tala, the sample was in 193 stores and / or store workers; While for Mexticacán, because it is a small municipality in population and therefore in commerce, its sampling was census, with the 45 grocery stores that trade in that municipality participated. The samples for the municipalities of Guadalajara and Tala were obtained considering a prevalence of 30%, an acceptable error of .05 and a confidence index of 95% (Aranda, Pando, Salazar & Mares, 2018). The stores were selected by stratified random sampling (by neighborhoods and blocks), applying a survey to the worker who was considered the "main worker" or "manager of the store", until the surveys were obtained according to the sample and adding 5 percent. non-response rate. For Mexticacán, as already mentioned, it was a census.

Evaluation instruments: In total, two instruments were applied. The first structured with items to collect sociodemographic, labor, and other information about the store (table 1); the second was applied with the intention of collecting information regarding burnout syndrome, the Maslach Burnout Inventory - Human Services Survey (MBI-HSS) scale.

Manifestations of work stress were evaluated using the Maslach Burnout Inventory, with a Cronbach's alpha value in studies with the Mexican population of .658 for the entire scale, however, when assessing by dimensions the results are acceptable (Aranda, Pando and Salazar, 2015). The Maslach Burnout Inventory is considered an instrument that has been validated by various researchers, circumstances, and study populations (Gilla et al, 2019; Hederich & Caballero, 2016; Simancas, Fortich & Gonzalez, 2017). It consists of a Likert-

type scale of 0-6 points, where 0 means never and 6 the same as every day. In total, it consists of 22 items, subdivided into 3 subscales: emotional exhaustion, lack of personal and work fulfillment, and depersonalization (Maslach and Jackson, 1986; Gil-Monte, 2002). Each subscale is added, obtaining scores and qualification levels, where being located at a high and medium level means that the syndrome is present, on the contrary, being placed at a low level is the absence of the syndrome. According to Aranda, Rendón and Ramos (2011), to know the percentage of the total population that has or does not have the syndrome (regardless of the subscales), total scores and levels are also obtained, in which having one of the three dimensions in high or medium levels is considered a subject with burnout syndrome. In addition, the scores should be kept separate by subdimension since if they resulted in a single sum, it would not be possible to determine which is the most affected area (Saborío & Hidalgo, 2015).

Ethical considerations: In Mexico, Article 17, according to the regulations of the General Health Law on Research for Health (Official Gazette of the Federation, 1984) the study was considered without risk, belonging to category one. In addition, the voluntary participation of each worker was considered (based on the information provided on what and what his participation would consist of, that it would be anonymous) by signing the informed consent letter.

Statistical analysis: The information was analyzed descriptively and analytically according to the objective. For the first analyzes, frequencies, percentages, averages, and prevalence were obtained; In the case of the second, statistical significance tests were obtained using the Risk Factor (OR) when it was greater than one, with a Confidence Index (CI) of 95% to know if the difference is true and a value of p equal to or less than 0.05 as statistical significance. Statistical analysis was performed using the Statistical Package for Social Sciences (SPSS version 18).

III. RESULTS

The total participating population of the three municipalities was 559 workers. Regarding the sociodemographic data of the study population, Table 1 shows that most of the stores were attended by 358 women (64%); also locating children and adolescents working a store (some of them as responsible for it), as well as elderly people. The average age was similar for each of the municipalities. It was observed for the item of marital status that a large percentage of the population was married, followed by single and widowed. According to the academic degree, basic education (primary) for the three municipalities was the most frequent, followed by the secondary, high school and undergraduate level, drawing attention to a worker with a master's degree for the municipality of Guadalajara.

The working seniority fluctuated from 1 month to 50 years of work, the same was observed for the average years of work, according to the municipality in question. As expected, most workers and / or grocery stores did not have a fixed work shift, that is, they opened the doors of their store all day, from early hours of the day until late at night. found by looking at the working hours per day and the days per week that the stores were open. The surveys included some other questions to find out more about the stores and / or the workers, as is the case in Table 3 where the respective percentages are observed according to whether the store was owned, whether it was at the time of the survey. main worker, if, in addition to working in the store, they needed to have another job to help themselves financially or if the income they obtained from the store was or was not sufficient and satisfactory.

The percentages of workers with higher figures by dimensions of the MBI were occupied by the dimensions of emotional exhaustion and lack of achievement in each municipality (table 4) with figures above 50% of their presence for emotional exhaustion. Regarding the global presence of burnout syndrome (with at least one dimension with high and medium levels), it was high in each of the municipalities, above 50% (Table 4).

Table 5 shows the percentage in terms of the presence of the factor (at least in more than 50% of its presence) for each item of the Maslach Burnout Inventory-HSS scale in grocery store workers, thus as you can see and make the comparison of its percentage for each of the three municipalities. Different are the items that were presented above 50% according to the municipality, for example, for Guadalajara the dimensions with the greatest presence were located both in the emotional exhaustion and depersonalization dimension, not so for Tala, being in the dimension of lack of accomplishment, while in Mexxicacán the dimensions of emotional exhaustion and lack of fulfillment did.

Inferential analyzes demonstrated various associations for each of the MBI items. To obtain the risk factor, the confidence index and the p-value, each item was regrouped according to the dimension and disposition of the question, that is, for the questions of the dimension's emotional exhaustion and depersonalization, the responses were recoded. in "never as no risk" and "more than once a year until every day as risk", the opposite was the recoding for the dimension of lack of accomplishment. The results contributed several significant associations. Table 6 gives the opportunity to compare the significant associations by municipalities, where practically the majority are located for the municipality of Guadalajara.

TABLE 1. Sociodemographic data of the workers of corner stores in three municipalities of the state of Jalisco, Mexico

Sociodemographic data	GUADALAJARA		TALA		MEXTICACÁN	
	Number	%	Number	%	Number	%
Sex						
Feminine	175	54.5	147	76.2	36	80.0
Male	146	45.5	46	23.8	9	20.0
Age						
Minimum	1 (12 years)	0.3	2 (15 years)	1.0	1 (15 years)	2.2
Maximum	1 (83 years)	0.3	1 (75 years)	0.5	1 (78 years)	2.2
Average	43.5 years		43.8 years		41.4 years	
Standard deviation	16.1		14.1		16.1	
Marital status						
Married	186	57.9	120	62.2	21	46.7
Single	90	28.0	40	20.7	21	46.7
Widower	11	3.4	17	8.8	1	2.2
Divorced	12	3.7	7	3.6	1	2.2
Separated	7	2.2	2	1.0	0	0
Free Union	15	4.7	7	3.6	1	2.2
Scholarship						
Incomplete primary	16	5.0	22	11.3	1	2.2
Primary	305	95.0	171	22.3	44	33.3
Secondary	253	78.8	114	59.1	29	46.7
Preparatory	123	38.3	44	22.8	1	2.2
Bachelor's degree	24	7.5	7	3.6	1	2.2
Master's degree	1	0.3	0	0	0	0

Source: self-made

TABLE 2. Labor data of the workers of the corner stores in the three municipalities of the state of Jalisco, Mexico

Labor data	GUADALAJARA		TALA		MEXTICACÁN	
	Number	%	Number	%	Number	%
Labor Old						
Minimum time	4 (1 month)	1.2	1 (10 months)	0.5	2 (6 months)	4.4
Maximum time	3 (40 years)	0.9	1 (40 years)	0.5	1 (50 years)	2.2
Average	9.4 years		8.3 years		11.2 years	
Standard deviation	9.3		7.8		11.8	
Work shift						
Morning	73	22.7	8	4.1	6	13.3
Evening	14	4.4	10	5.2	4	8.9
Night	2	0.6	0	0	0	0
Mixed	232	72.3	175	90.7	35	77.8
Working hours per week						
Minimum	6 hours (1)	0.3	15 hours (2)	1.0	20 hours (1)	2.2
Maxims	133 hours (1)	0.3	133 hours (2)	1.0	110 hours (2)	4.4
Average	67 hours		92 hours		60 hours	
Standard deviation	27.6		23.6		27.7	
Day of the week you work.						
Monday	321	100	190	98.4	43	95.6
Tuesday	315	98.1	192	99.5	42	93.3
Wednesday	318	99.1	192	99.5	45	100
Thursday	318	99.1	192	99.5	44	97.8
Friday	315	98.1	191	99.0	45	100
Saturday	292	91.0	188	97.4	43	95.6
Sunday	223	69.5	179	92.7	32	71.1

Source: self-made

TABLE 3. Percentages according to referred data regarding stores in three municipalities in the state of Jalisco, Mexico

Store information	GUADALAJARA		TALA		MEXTICACÁN	
	Number	%	Number	%	Number	%
The store is own.						
Yes	246	76.6	135	69.9	27	60.0
No	75	23.4	58	30.1	18	31.1
You are the main worker.						
Yes	223	69.5	146	75.6	30	66.7
No	98	30.5	47	24.4	15	33.3
In addition to you, someone else works in the store.						
Yes	257	80.1	145	75.1	38	84.4
No	64	19.9	48	24.9	7	15.6
Has another job besides working in the store.						
Yes	36	11.2	35	18.1	3	6.7
No	285	88.8	158	81.9	42	93.3
You are satisfied with the income you get from the store.						
Yes	211	65.7	126	65.3	33	73.3
No	110	34.3	67	34.7	12	26.7

Source: self-made

TABLE 4. Prevalence (%) by dimensions and global of the syndrome according to the Maslach burnout inventory scale (MBI-HSS) of workers in corner stores in the three municipalities

Prevalence by dimensions of the syndrome	GUADALAJARA		TALA		MEXTICACÁN	
	Number	%	Number	%	Number	%
Emotional exhaustion	170	52.9	99	50.3	28	62.2
Lack of realization	100	31.1	25	12.9	18	40.0
Depersonalization	71	22.1	8	4.1	3	6.6
Overall prevalence of the syndrome	64.2%		53.4%		75.6%	

Source: self-made

TABLE 5. Presence of the factor (in more than 50 percent) by items according to the MBI-HSS scale of the workers in corner stores: comparison table by municipalities, Jalisco, Mexico

ITEMS OF THE MASLACH BURNOUT INVENTORY SCALE BY DIMENSIONS	Presence of the factor at some time or more times by municipalities		
	GUADALAJARA	TALA	MEXTICACÁN
EMOTIONAL EXHAUSTION DIMENSION			
1EE. Due to my work, I feel emotionally drained	70.4	68.4	68.9
2EE. At the end of the day, I feel exhausted	81.0	81.9	86.9
3EE. I find myself tired when I wake up in the morning and must face another day of work	73.5	51.3	79.4
6EE. Working with clients daily is a strain for me	57.3	51.3	46.7
8EE. I feel "burned out" "fatigued" from work	64.4	59.1	68.9
13EE. I feel frustrated about my work	49.2	29.5	62.2
14EE. I feel like I'm doing too hard work	54.2	38.9	26.7
16EE. Working in direct contact with clients causes me a lot of stress	50.5	48.2	68.9
20EE. At work I feel that I am at the limit of my possibilities	57.9	31.1	71.1
DIMENSION LACK OF REALIZATION (PERSONAL ACCOMPLISHMENT)			
4PA. I can easily understand what customers think	92.5	99.5	86.9

7PA. I cope very well with the problems that clients present to me	91.0	99.0	91.1
9PA. I feel that through my work I am positively influencing the lives of others	81.6	89.1	93.3
12PA. I find myself with a lot of vitality	94.1	97.4	95.6
17PA. I have a knack for creating a relaxed atmosphere for clients	97.8	98.4	97.8
18PA. I feel encouraged after working together with clients	96.0	99.0	95.6
19PA. I have done many things that are worth this work	95.0	96.4	97.8
21PA. I feel like I know how to deal with emotional problems at work appropriately	91.0	99.5	95.6
DEPERSONALIZATION DIMENSION			
5 D. I think I treat some clients as if they were objects	24.9	5.2	8.9
10D. I think I have a more insensitive behavior towards people since doing this job	36.8	8.8	11.1
11D. I am worried that this job is making me emotionally tough.	33.6	10.9	11.1
15D. I do not really care what happens to some of the clients I must serve	40.2	18.1	11.1
22D. I feel like clients blame me for some of their problems	26.2	1.6	6.7

Source: self-made

TABLE 6. Significant associations by items of the MBI-HSS scale and demographic and labor variables of the workers of the corner stores: comparative table by municipalities

ITEMS BY DIMENSIONS ACCORDING TO THE MBI-HSS	MUNICIPALITIES OF THE STATE OF JALISCO					
	GUADALAJARA		TALA		MEXTECACÁN	
	OR	CI	p	OR	CI	p
EMOTIONAL EXHAUSTION DIMENSION (EE) (everyday vs never)						
Item 1-EE vs The store is rented. Mixed work shift		***** *****		2.140 (1.084-4.227) .022 *****		***** 9.333 (1.911-45.58) .005
Item 2-EE vs Mixed work shift Weekly work hours (> average) Dissatisfaction with income / salary Have another job. Be the main worker. Work on Saturday and Sunday		2.323 (1.299-4.154) .004 1.988 (1.122-3.524) .013 3.188 (1.548-6.564) .001 4.438 (1.036-10.07) .017 2.114 (1.190-3.754) .008 *****		3.960 (1.458-10.75) .009		***** ***** ***** ***** ***** *****
Item 3-EE vs Mixed work shift Dissatisfaction with income / salary		1.752 (1.060-2.895) .019 2.601 (1.439-4.703) .001		***** *****		***** *****
Item 6-EE vs More seniority (average) Weekly work hours (> average) Dissatisfaction with income / salary		1.699 (1.071-2.69) .016 1.994 (1.273-3.125) .002 2.744 (1.666-4.518) .000		***** ***** *****		***** ***** *****
Item 8-EE vs Age (> average) Weekly work hours (> average) Dissatisfaction with income / salary		1.759 (1.108-2.791) .001 1.600 (1.010-2.536) .029 3.615 (2.075-6.300) .000		***** ***** *****		***** ***** *****

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Item 13-EE vs Weekly work hours (> average) Dissatisfaction with income / salary	2.340 (1.495-3.662) .000 2.925 (1.806-4.735) .000	***** *****	***** *****
Item 14-EE vs Weekly work hours (> average) Work on Saturday and Sunday Dissatisfaction with income / salary Be the main worker. Marital status (with partner) Schooling (higher than basic)	1.705 (1.095-2.655) .012 1.618 (1.019-2.568) .027 2.742 (1.691-4.474) .000 ***** ***** *****	***** ***** ***** 2.214 (1.064-4.807) .022 3.045 (1.554-5.967) .001 *****	***** ***** ***** ***** ***** 1.375 (1.116-1.694) .044
Item 16-EE vs Weekly work hours (> average) Dissatisfaction with income / salary The store is own. Mixed work shift	1.897 (1.218-2.956) .000 2.547 (1.579-4.110) .000 ***** *****	***** ***** 2.020 (1.079-3.781) .020 *****	***** ***** ***** 5.063 (1.140-22.48) .035
Item 20-EE vs Age (> average) Work seniority (> average) Mixed work shift Weekly work hours (> average) Dissatisfaction with income / salary	1.879 (1.200-2.943) .004 1.724 (1-085-2.740) .014 1-719 (1.050-2.814) .021 1.997 (1.274-3.131) .002 2.820 (1.706-4.662) .000	***** ***** ***** ***** *****	***** ***** ***** ***** *****

ITEMS BY DIMENSIONS ACCORDING TO THE MBI-HSS	MUNICIPALITIES OF THE STATE OF JALISCO								
	GUADALAJARA			TALA			MEXTICACÁN		
	OR	CI	p	OR	CI	p	OR	CI	p
DIMENSION LACK OF REALIZATION – PERSONAL ACCOMPLISHMENT (PA) (everyday vs never) vs									
Item 12-PA vs Age (> average) Mixed work shift Be the main worker. Dissatisfaction with income / salary		*****		1.950 (1.097-3.5319) .019	*****		*****	*****	
	1.901 (1.159-3.118) .007	*****		1.957 (1.003-3.816) .036	*****		*****	*****	
	1.604 (1.002-2.566) .031	*****		*****	*****		*****	*****	
Item 19-PA vs Schooling (higher than basic)	1.674 (1.053-2.664) .019	*****		*****	*****		*****	*****	
DEPERSONALIZATION DIMENSION (D) (never vs every day) vs									
Item 5-D vs Hours of work per week Satisfaction with income	2.104 (1.245-3.554) .004	*****		*****	*****		*****	*****	
	2.278 (1.356-3.825) .001	*****		*****	*****		*****	*****	
Item 10-D vs Mixed work shift Weekly work hours (> average)	1.845 (1.079-3.155) .016	*****		*****	*****		*****	*****	
	1.851 (1.167-2.937) .006	*****		*****	*****		*****	*****	
Item 11-D vs Weekly work hours (> average) Work is saturday and sunday Dissatisfaction with income / salary	1.708 (1.068-2.733) .017	*****		*****	*****		*****	*****	
	1.739 (1.048-2.887) .020	*****		*****	*****		*****	*****	
	2.637 (1.625-4.280) .000	*****		*****	*****		*****	*****	
Item 15-D vs Weekly work hours (> average)	1.750 (1.114-2.750) .010	*****		*****	*****		1.905 (1.418-2.558) .050	*****	
Item 22-D vs Be the main worker.	2.248 (1.226-4.125) .003	*****		*****	*****		*****	*****	

Weekly work hours (> average)	1.783 (1.072-2.966) .017	2.672 (2.226-3.217) .050	*****
Dissatisfaction with income / salary	1.769 (1.060-2.950) .020	*****	*****

Source: own elaboration Note: ***** Cells with non-significant values

IV. DISCUSSION

The responsibility for grocery stores usually rests with the head of the family, the stores are mostly family-owned (the service is provided between members of a family nucleus). Located inside the home or in an adjoining annex, they do not have employees, but there is another person who works in addition to them. Informality is reflected by not classifying a family member as an "employee", but requiring the services of the commercial entity results in a perception of lack of equity for those who work, since they are not paid as an employee, they do not enjoy the benefits as the Labor benefits of the rest of the population (vacations, fixed salary, benefits, Christmas bonus) but the demands are equal to or even higher than those of other employees since the working hours are often double that stipulated in the Political Constitution of Mexico, which correspond to eight working hours.

The shift most worked within the study was mixed, the average seniority of eleven years with an average of one hundred and thirty-three hours per week of work; Scholars have associated the mixed shift with emotional exhaustion, finding statistical significance on this phenomenon (Pando et al, 2011). In countries like Japan, those deaths caused by overwork are called *Karoshi*, the product of a lack of rest of the body and in general produced by working more than 65 hours a week (Gómez & Calderón, 2017), with which it is demonstrated in these municipalities of Mexico: the working week hours and the degree of risk to which they are exposed are doubled and although in Mexico the mental effort in the development of the tasks within this commercial sector is not of such demand as the one they suffer the people who die from *Karoshi* an important mission arises in getting an answer regarding the risk to which the Mexican population that works in grocery stores is subjected; In addition, the level and quality of life of a person who works this amount of hours will be significantly diminished, with consequences for their health such as musculoskeletal, respiratory, metabolic and cardiovascular diseases (Aranda, 2019) in addition to the fact that they lack stimuli, the work limits the motivation they can feel to do the job (Torres, Melo & Gallardo, 2019), which results in a risk *per se* for the development of the syndrome. On the other hand, Minaya (2019) reports in her study on Burnout Syndrome and work-family interaction a significant negative correlation between work time and work-family interaction, which makes a lot of sense in the results found since The relationships in items 6 (feeling that working all day with clients is a great effort and is tiring) and 20 (feeling at the limit of their possibilities at work) corresponding to emotional exhaustion are the highest significant correlations found related to seniority at work, respectively for the municipality of Guadalajara.

The overall prevalence for the syndrome in the three municipalities was higher for Mexticacán, followed by Guadalajara and finally Tala. In Mexticacán the lines dedicated to the sale of necessities products predominate, these are businesses that are small compared to businesses located in cities with a higher population density such as Guadalajara and with greater social demands. Mexticacán is a municipality of what are usually called "towns" within the country, an area with a wide territorial extension but a low population density; it lacks some commercial lines and the population that engages in commerce must source from other nearby municipalities.

How, then, could it be explained that a population like Mexticacán has developed a Burnout Syndrome index higher than those of Guadalajara? It is possible that this is largely due to the high levels of marginalization of the entity (Secretary of Social Development [SEDESOL by its acronym in Spanish], 2013), in turn, that the rate of migration is extremely high for Mexticacán (Institute of Statistical and Geographical Research [IIEG by its acronym in Spanish], 2018) and the psychological effects of the restructuring of the family niche due to the detachment of a family member permeates the attitudes and behaviors of other family members, causing an impact on their environment. States of depression and stress are just some of the problems that can occur (Chevez, 2012). In this municipality, higher scores are highlighted in terms of the dimension of emotional exhaustion, since at the end of the day there is a feeling of exhaustion, there is fatigue when they get up in the morning, a feeling of being fatigued and frustrated by work, as well as stress when working with clients and feeling of being at the limit of their possibilities, in contrast we found the feeling of positively influencing the lives of others and feeling that many worthwhile things have been done within work.

The results on emotional exhaustion agree with that found by Arias & Ceballos (2016) where the family-work conflict is framed, in turn Pando et al in their study carried out in 2011 in employees of small commercial stores found emotional exhaustion as the main dimension affected. The statistical significances found by municipality are different from each other and with this we can infer that the social environment and geographical area influence these differences.

For its part, Guadalajara is constituted as a metropolis, while Tala is a municipality that does not yet have the full standards to be called that way. In February 2016, the Tala Council approved sending a request to the Metropolitan Affairs Commission of the Jalisco Congress to study the incorporation of this municipality into the Guadalajara Metropolitan area (Milenio, 2016), the resolution generated in 2018 resulted in a negative this is linked to the lack of employment within the municipality, since there is an insufficiency of implementation of strategies for the inhabitants to develop their jobs in their areas of origin (Informador, 2018).

The saturation of the city and the over-demands of societies make it difficult to feel a good quality of life (Rozas, 2002) and therefore adequate mental health, preventing them from effectively facing the conflict to provide a solution. The city has constituted a complex that brings together the goals and aspirations of many who migrate to it, but it has also caused many nightmares and frustrations (Corraliza, 1993) living under constant stress by time and mobility (Jirón & Mansilla, 2014) in addition to the saturation of the services. In the three municipalities, women are the main workers, the average age is 42.9. According to schooling, the primary level is for Guadalajara while for Tala and Mexxicacán it is secondary, which can be explained by the competition and saturation to have space in the classrooms, the deficient economy and urbanization without planning (Rozas, 2002) preventing the population of Guadalajara from reaching higher literacy standards.

In Guadalajara there is a higher incidence of feeling emotionally exhausted, working with clients on a daily basis is a stress, they feel that the work is too hard, in addition that in all the depersonalization items they maintain the highest score, in agreement with what was found by Pando et al. (2011) in the same municipality; In addition, there is a more insensitive behavior, they feel that the work they do is hardening them emotionally, they do not care what happens to clients in addition to the feeling that clients blame them for some problem, even among their own family, friends or partner, which also affects job performance (Saavedra, 2016). Feeling at the limit of their possibilities is related to dissatisfaction with the income in this area. Considering the role theory proposed by Kahn et al. In 1964, when the person occupies two different roles (for example: worker and mother or father), they can come into conflict with themselves or with other people, and if we add to this problem In addition, the lack of a physical, temporal and psychological barrier (Ashforth et al, 2000, in Saavedra, 2016) where the person cannot be delimited in a single role at a time, the probability of conflict in their interpersonal relationships increases. The expectation of obtaining an optimal state of well-being is distant and due to the labor and personal conflicts that the worker goes through, they may, on the contrary, deteriorate his physical and emotional health (Garcés, 2020).

In the case of Tala, the positive results for personal fulfillment stand out, since most feel that they can understand their clients, they have an adequate treatment of the problems they face with clients, they are with vitality, there is ease to create a relaxed atmosphere with clients, they are encouraged after working with clients and there is the feeling that emotional problems are adequately dealt with at work: the higher the satisfaction, the less problematization between work-family dynamics and vice versa, a statement that Aguirre y Martínez already carried out in 2006 and later Saavedra in 2016. Tala is a municipality that has basic services in the extension of its territory, the poverty and marginalization index is very low (Secretary of Social Development [SEDESOL], 2013) and the rate of migration is medium (Institute for Statistical and Geographical Research [IEEG], 2018), the delegations that are part of the mu and that depend on the municipal seat are supplied from it and from large stores with regard to commerce and large stores within the municipal seat of Tala in turn are supplied from the Metropolitan Area of Guadalajara (made up of 9 municipalities being the main Guadalajara). Migration to Tala is not comparable to that received by Guadalajara, since the most important universities and companies in the state have concentrated in Guadalajara, which explains the tranquility and little negative response to work in the municipality of Tala. It is in the latter municipality where there is a greater number of rented stores compared to the other municipalities related to feeling emotionally exhausted by the work done. This causes an impediment to maintain the necessary performance, which generates feelings of frustration and sadness (Vila, Küster & Pardo, 2012). The logical assumption is that as economic demands increase and perceptions decrease, dissatisfaction and emotional exhaustion become evident.

Feeling tired at the end of the workday is more significantly related to being dissatisfied with the salary received and the hours worked per week, this in the municipality of Guadalajara, while in Tala this same fatigue is related to working on Saturday and Sunday. Work overload has important effects on workers (stress, tension and physical and mental exhaustion, discomfort, low motivation and job satisfaction and low job satisfaction, physiological and psychosomatic disorders) (Patlán, 2013) that can be perceived as a threat to their personal and family needs (paying for electricity, water, rent, schools) as well as covering the needs of the home, decreasing the perception of quality of life, and if this already described is argued with the theory of conservation of resources (Hobfoll, 1998; in Salazar et al, 2014) based on obtaining resources and conserving and protecting those that already exist; then it becomes frustrating not having the means to increase the family wealth.

Contreras et al (2013) refer to potential risks for developing the syndrome as work overload and dedicating themselves to care work exclusively, what happens in the current study is a clear frustration that the effort and hours worked do not reward their work and daily dedication because the feeling of being harder with

people is also expressed within the results, related to the hours of weekly work and in turn the concern to become emotionally hardened with dissatisfaction with the income received: a feeling of inequality in the work done.

V. CONCLUSIONS

Grocery stores, neighborhood stores, corner stores, are the clear example of the population that has not had enough attention to study their mental health needs; its study has only just begun and its importance lies in the understanding of the circumstances that lead to triggering the burnout syndrome, which at the beginning may have mild manifestations, but if all those factors that interact between if are enhanced by the lack from a concrete knowledge about it, the possibility that this population develops other manifestations in its physical and mental health will be imminent.

However, the characteristics of each municipality studied show discrepancies between them. This is how it is possible to differentiate the conditions in Mexicacan, in terms of the prevalence of the syndrome, which due to the conditions and migration rates are related to the need to reconstitute the family niche, permeating in a significant way in construction and labor behavior of people who work in grocery stores, which has generated the presence to a greater extent of negative feelings towards work.

In contrast to Tala, it is possible to determine that in this municipality the population is mostly in harmony with work, the population in the area is not outmatched by services, that is, there is a fairly equitable relationship between supply and supply. demand, most stores have the necessary items and are not saturated or overwhelmed by the demands of customers, unlike the Central Zone, since Guadalajara is the municipality where the perceptions of being exceeded are revealed due to the daily tasks, a greater number of people are concentrated, the demands are expressed in the negative feelings towards their clients, with the feeling of giving them a depersonalized treatment.

Going through the legends of "Today I do not trust, tomorrow if" Mexican corner stores have been involved in a conflictive issue in the constitution "work-family" and a commercial entity intricately linked to the community: low sales, theft of merchandise, they generate a mental exhaustion and exhaustion such that they have had the need of many times to be the judges and part of the problems they face. Lack of motivation, strenuous working hours, constant demands, and poorly paid wages are some of the factors that occur at the work environment. Although it is also clear that the organization of workdays could improve the health of the worker and his self-esteem. As there are very few studies on this labor sector, the subject takes an important direction, so this research opens a wide field of future possibilities for its identification, evaluation, and control.

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